

CITY OF SANTA FE SANTA FE TRAILS



TRANSIT OPERATOR'S HANDBOOK

February 2007

TO ALL TRANSIT OPERATORS:

The intent of this Transit Operator's Handbook is to consolidate into one publication general information, rules and current operating procedures that will enable each operator to perform his/her job effectively and with the utmost professionalism.

This Transit Operator's Handbook is intended to be complementary to the current Collective Bargaining Agreement between the City of Santa Fe and the American Federation of State, County, and Municipal Employees, Local 3999, Council 18, AFL-CIO, and the City of Santa Fe's Administrative and Safety Manuals.

When it is necessary to amend or make additions to this handbook, corrected pages will be issued to each employee. These revisions or additions should be inserted into the handbook in the proper place and the outdated pages should be removed.

It is your responsibility to be familiar with the contents of this handbook. By being fully aware of the information contained in this handbook, each operator will be able to provide the safe, dependable, and courteous service our passengers deserve. I encourage you to study this handbook carefully and to refer to it often.

It cannot be emphasized enough that you are one of the most important keys to the success of Santa Fe Trails and the essential service we provide. You are one of our front-line customer service representatives, and how you choose to present yourself, the consideration you give your customers, the smoothness, comfort and safety of the ride you offer, and the judgment you use in dealing with customers – even in difficult situations – has a lot to do with the image of our transit system.

You have chosen a rewarding career. What you make of it and what it ultimately brings to you and your family is largely up to you. Santa Fe Trails supervisors will assist you in every possible way. Santa Fe Trails management staff are here to advise you on any problems you may encounter or questions you may have. Please do not hesitate to call on any of them for help.

Welcome to the Santa Fe Trails team!

Jon Bulthuis
Transit Director

P Professional

R Responsive

I Informative

D Dependable

E Empathetic

Let's all take PRIDE in our work!

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SECTION 1

GENERAL RULES FOR OPERATORS

1.1 ADDRESS/TELEPHONE NOTIFICATION

It is the responsibility of each Transit Operator to keep Santa Fe Trails and the City of Santa Fe informed of his/her current address and telephone number at all times. Change of address forms are available at the Personnel Office.

All Transit Operators shall have a working telephone number wherever they are living.

1.2 OPERATOR'S DRIVER'S LICENSE

- Transit Operators on duty must have on their person at all times a valid New Mexico Commercial Driver's License with "P" endorsement, including a valid DOT Medical Certificate, and a valid City of Santa Fe Driving Permit.
- If a Transit Operator's driver's license is lost or stolen, he/she must immediately notify the Transit Line Supervisor.
- Federal law prohibits Transit Operators from possessing more than one driver's license.
- Transit Operators must notify their Transit Line Supervisor whenever their license is expired, suspended, revoked, restricted, or otherwise made invalid. Operation of a motor vehicle without a valid license is unlawful and will subject the Transit Operator to disciplinary action, up to and including discharge.
- Notification to the Transit Line Supervisor must occur by the end of the next business day following the day the Transit Operator receives notice of the suspension, revocation, restriction, cancellation, lost privilege, or disqualification.
- In addition, Transit Operators must inform their Transit Line Supervisor of any conviction of any state or local law involving the operation of a motor vehicle, excluding parking tickets.
- Notification by the Transit Operator to their Transit Line Supervisor of any motor vehicle violation must be made within thirty (30) days of the date of conviction, or finding that a motor vehicle code violation was committed.
- **Notification of any of the above incidences must be made on a "Certification of Violation/Annual Review of Driving Record" form and submitted to your assigned Transit Line Supervisor.**

1.3 REPORTING FOR ASSIGNMENT

Transit Operators are required to report on time for their scheduled assignments in proper uniform attire. After reporting (clock-in), it is the responsibility of the Transit Operator

to check for any messages, read the Operations Bulletin Board, and check the driver's box for information.

1.4 UNIFORM SPECIFICATIONS

The following standards regarding your appearance must be observed when reporting for duty and while on duty:

1.4.1 Monday through Thursday:

- Standard issue white shirt with complete set of SFT patches.
- Standard issue black slacks (or shorts, May through October).
- Black street shoes or boots; no athletic shoes, sandals, moccasins, etc.
- SFT issued sweaters only.
- SFT issued jackets only.
- SFT issued caps only.

1.4.2 Friday/Saturday/Sunday/Holiday:

- Standard issue white shirt or standard issue pullover shirt; no improvised pullover shirts or shirts without collars (t-shirts).
- Black or blue jeans; no cut-off or faded jeans.
- Black street shoes, boots or athletic shoes; no multicolor sport shoes.

1.4.3 General Provisions:

- City and SFT pins, patches, and nametags may be worn on uniform. No personal pins or patches allowed.

1.4.4 Other Regulations:

- Transit Operators shall keep hair neat and clean. Facial hair shall be neatly trimmed.
- Shirts shall be tucked in to slacks or shorts at all times.
- Shirt sleeves shall not be rolled up at any time.
- SFT uniforms shall not be worn while consuming alcoholic beverages in any public place, or while patronizing an establishment that primarily serves alcohol beverages.
- SFT uniforms shall not be worn while engaged in any outside employment.
- SFT uniforms shall not be worn by any person other than the one to whom they are issued.
- An accurate timepiece/watch shall be considered part of the Transit Operator's uniform and shall be in the Transit Operator's possession at all times while on duty. Transit Operators must supply their own timepiece.

- Transit Operators who are not in proper uniform attire for their assigned shift will be sent home by their supervisor and will receive a miss-out.

1.5 CELLULAR TELEPHONES AND ELECTRONIC DEVICES

Cellular telephones – including the “hands-free” type – are to be turned OFF and are not to be used to make or receive calls at any time while the vehicle is in motion.

Cellular telephones may be used on breaks or layovers, or in the event of an emergency.

Transit Operators are prohibited from using any type of earphones while operating a City vehicle. Also, Transit Operators are not to use televisions, scanners, personal digital assistants (PDAs) or other portable electronic devices while driving a City vehicle.

1.6 TRANSIT OPERATOR CONDUCT AND PERSONAL BUSINESS

- While the bus is in operation, you should confine conversation to answering questions, giving directions, and extending courtesies connected with the job.
- While on duty, Transit Operators are required to conduct themselves professionally and courteously at all times.
- Under no circumstances shall a Transit Operator use profane language or gestures while on duty.
- To preclude lawsuits against both the Transit Operator and the City of Santa Fe, do not touch passengers except to assist, with consent, in boarding, disembarking, tie down, or emergency situations. Any other actions that involve contact with a passenger can easily result in charges of sexual harassment and/or assault. Be courteous and helpful, but do not touch anyone except when necessary to assist.
- The use of SFT equipment or facilities shall be for official City business only.
- Personal business or Union business shall not interfere with the performance of duties.

1.7 REPORTING STRUCTURE

- The Transit Operations Manager is primarily responsible for the fixed-route component of SFT, and will initiate most personnel matters affecting Transit Operators.
 - The Transit Operations Manager is responsible for recruitment, interviewing, hiring, training, scheduling, dispatching, evaluating and disciplining Transit Operators.
 - Transit Operators may consult with the Transit Operations Manager at any time.
- Transit Line Supervisors assist the Transit Operations Manager with street supervision of the fixed-route system and personnel matters.
 - A Transit Line Supervisor will be assigned as a permanent “contact person” for each Transit Operator to assist with any personnel or

operations matters that arise in connection with the Operator's job duties.

- Transit Operators may consult with their assigned Transit Line Supervisor at any time.
- Transit Line Supervisors will be rotated from time to time so that they may work with all Transit Operators. Thus, although the "contact person" will not change, there may be a different Transit Line Supervisor on duty.
- Transit Operators shall be responsive to whichever Transit Line Supervisor is on duty at the time.
- Transit Operators shall contact the Transit Line Supervisor on duty to report major operational issues that occur on the buses and routes, and to request assistance with customer service issues, including problem passengers.
- Dispatchers assist the Transit Operations Manager and Line Supervisors with controlling the movement of fixed-route vehicles.
 - Dispatchers do not have any supervisory responsibility.
 - Transit Operators shall contact the Dispatcher on duty to request general information, such as the correct time, directions to a specific location, clarification on policies and procedures, etc.
 - Transit Operators shall contact the Dispatcher on duty to report an accident, road closure, bus mechanical problem, wheelchair passenger, restroom break, etc.

Transit Operators shall work together closely with the Transit Operations Manager, Transit Line Supervisors and Dispatchers to ensure timely, efficient and effective transit service delivery at all times.

1.8 SUPERVISOR'S REQUEST FOR MEETING

Supervisors from time to time will leave written requests for a personal meeting with a Transit Operator. These written requests will be left with the Dispatcher. If the Transit Operator is unable to meet with the supervisor, he/she should notify the Dispatcher and advise when he/she will be able to meet with the supervisor within the next twenty-four (24) hours or next scheduled working day.

1.9 RETRAINING

- All Transit Operators must receive eight (8) hours of refresher training every year. This consists of any combination of classroom, behind the wheel, or in-service training. Driver safety conferences, safety meetings, or bus rodeo participation also qualify for the annual refresher training.
- In addition, Transit Operators will be retrained upon the recommendation of supervisory personnel.
- Upon completion of any required retraining, Transit Operators shall be certified by the supervisor conducting the training as having successfully

completed the retraining. A copy of the certification of retraining shall be retained in the Transit Operator's training file.

1.10 SMOKING

Smoking is not allowed inside SFT facilities or in any City of Santa Fe vehicle at any time. Smoking is allowed only in specifically designated smoking areas.

1.11 INJURIES ON THE JOB

Personal injury suffered by a Transit Operator while on duty **must be reported** to the Dispatcher or supervisor on duty, as soon as possible, as required by City of Santa Fe policy, regardless of whether or not the employee is requesting medical attention.

1.12 LOCKERS

When available, lockers are provided as a convenience to Transit Operators, and remain the property of the City. Transit Operators are discouraged from keeping valuable articles in lockers. SFT will not be responsible for items lost due to theft, fire or other loss. Transit Operators leaving SFT employment must vacate their locker, including removing the lock, by the last day of their employment. If a Transit Operator fails to clean out their locker, SFT may dispose of any unclaimed items.

1.13 PAYCHECK DISTRIBUTION

Payroll and Transit Administration will make every effort to have all checks to the Administration Facility by 10:00 a.m. on payday. Transit Operators will be able to pick up their checks as soon as the checks are available. If another person will be picking up your check, he/she must present a signed note from you authorizing the transaction.

1.14 LEAVE POLICY

The City of Santa Fe policy for leaves of absence is found in the Personnel Rules and Regulations, Rule 13, LEAVES.

In addition to Rule 13, there are a few transit division policies and procedures that must be followed:

Annual/Personal/Longevity Leave:

- Annual leave, personal leave and any longevity leave shall be requested and scheduled during the month of December for the next calendar year by seniority.
- Up to three (3) transit operators may be scheduled each day of the year for leave. In emergency situations, additional transit operators will be considered for leave on a case-by-case basis.
- Transit management reserves the right, however, to reduce the number of transit operators scheduled for leave below three (3) in cases of emergency or

abnormally high absences. In cases where scheduled leave is later denied, those transit operators with the lowest seniority will be denied first.

Sick Leave:

- If you are sick and unable to work, call the dispatch office a **minimum of one (1) hour** before your scheduled shift. The dispatch office telephone number during working hours is **955-2032**. After hours, you may also leave a voice message at the same telephone number.
- **Failure to call in sick a minimum of one (1) hour before your assigned shift will result in a miss-out.**
- You are personally responsible for calling in sick, not your spouse or neighbor. The **only** exception for not personally calling would be if you have a debilitating illness or injury and are not physically able to call.
- You are responsible for turning in a P-30 to your supervisor immediately upon returning to work. Failure to do so may result in delays in compensating you for missed time.
- Medical, dental and personal business appointments are to be scheduled on your own time, not during your scheduled work shift. If an appointment cannot be made when you are off work, then a minimum of two (2) days prior notice is required. For medical and dental appointments a valid doctor's note verifying your appointment may be required upon returning to work.

Unexcused absences:

- You are considered **late** if you report (clock in) more than two (2) minutes after your scheduled report time.
- If as a result of being late, your run is started by or assigned to another person, you will be assessed a **miss-out**, and may lose your time for the day.
- If you fail to report (clock in) to work at all, or to inform the dispatcher or supervisor on duty of your inability to report to work, you will be considered as a **no show/no call**.
- Being repeatedly late, a miss-out or no show/no call may result in progressive disciplinary action.

1.15 DRUG AND ALCOHOL POLICY

The City of Santa Fe's "Drug and Alcohol Testing Policy for Transit Division" establishes procedures for implementing the requirements of the Omnibus Transportation Employee Testing Act of 1991 and Federal Transit Administration Regulations 49 CFR Parts 655 and 40 with regards to certain Transit Division employees performing "safety sensitive functions," as that term is defined in federal law and in this policy. For a complete text of this policy see Rule 16A, *City of Santa Fe Drug and Alcohol Testing Policy for Transit Division*.

1.16 MEAL RELIEF (10-50)

- Transit Operators must be at their meal relief points by the relief times as indicated on the schedule.
- If a Meal Relief Transit Operator doesn't arrive by the relief time, the Transit Operator driving the bus should call the Dispatcher.
- A Transit Operator must never leave an in-service bus before being relieved. You are not relieved until you exchange all routing information and paddle.
- It is the responsibility of the Transit Operator being relieved to remain on the bus until all passengers boarding and leaving have been accommodated.
- If a Transit Operator's meal relief person does not arrive, or a Meal Relief Transit Operator is unavailable, the Transit Operator may be required to continue up to two hours, or until a meal relief can be made.
- If a Meal Relief Transit Operator is on his/her way to relief point and the meal relief cannot be made on time, the Meal Relief Transit Operator should call the Dispatcher as soon as possible.
- Transit Operators shall use employee support vehicles going to and from the meal relief locations unless otherwise authorized by supervisory personnel.
- Support vehicles are to be used only by Transit Operators making a relief or being relieved. These vehicles are for official use only; **unauthorized persons such as family and friends are not allowed to ride in them.**
- It is the responsibility of the Transit Operator to know the travel time and routing for their assignments.
- When relieving an in-service vehicle, Transit Operators shall inspect the vehicle to ensure safe and proper working order, and check for any new damage.
- Meal Relief Transit Operators must properly complete the Daily Vehicle Condition Report (DVCR).
- Transit Operators need to remove all trash when leaving the support vehicle.

1.17 STANDBY TRANSIT OPERATOR DUTIES

1.17.1 Following is a list of potential duties/responsibilities of a Standby Transit Operator:

- Take over a scheduled route that has been vacated by the regular Transit Operator who has called off. Standby Transit Operator will drive the route in its entirety even if that route ends beyond the scheduled time off of the Standby Transit Operator.
- Pre-trips and/or change-out of buses. Standby Transit Operators must make themselves available for this task while on unassigned duty. Do not leave the Break Room without permission from the Transit Line Supervisor.
- Refuel any transit vehicle.
- Meal relief for a Transit Operator on route.

- Perform on-board passenger counts, on-time performance monitoring, and other ridership surveys.
- Assist transit administration personnel with answering telephones, filing, and time schedule preparation.
- Running errands, such as, picking up and delivery of paper work to City Hall and other departments throughout the city.
- Relieve the Dispatcher in the Dispatch Office. This includes performing all the functions of the Dispatcher, such as, answering the telephone, recording data in dispatch logs, handling emergency situations using established procedures, and operating the dispatch radio.
- Other duties as assigned. Simply stated, if you are on the clock expect to be working. Ask the Transit Line Supervisor for an assignment if you don't have anything to do.

1.18 TRANSIT OPERATOR SHIFT CHANGE ON ROUTE

During the midday shift change it may be necessary to arrange for vans to transport operators to take over buses at SFP or STC. When that is the case, the following procedures will be used:

- Dispatcher will notify all A.M. Transit Operators affected that they will be turning their bus over to a P.M. Transit Operator on route at the end of their shift.
- Dispatcher will group several P.M. Transit Operators to travel together by van to either SFP or STC to take over a bus and start their route.
- P.M. Transit Operators will take their paddles with them.
- P.M. Transit Operators drive the van to the location for the change over.
- The A.M. Transit Operators then return in the van to the yard.

1.19 EMPLOYEE'S CHILDREN, VISITORS AND UNAUTHORIZED VEHICLES

- Employee's Children:
 - Transit Operators are not permitted to drive a bus with their unattended child/children on board.
 - Children under six years of age must be accompanied by a paying adult. If your child is between six and eighteen years of age he/she may ride one-way to a destination point. The bus shall not be used as a day-care facility.
- Employee's Visitors:
 - No unauthorized visitors (this includes relatives and friends) are allowed in the maintenance building or maintenance yard without prior approval from your supervisor.
 - All visitors, relatives and friends will report to the Administrative Building Reception Area. The Receptionist will call the employee to tell them they have a visitor.

- Employee's Unauthorized Vehicles:
 - No personal vehicles are allowed in the maintenance yard or shop without prior approval from the maintenance section supervisor/manager on duty, and by your immediate supervisor.

1.20 VEHICLE CLEANLINESS

Transit Operators shall do their part to keep all transit vehicles (buses, vans, etc.) clean by placing trash in the trash receptacles, keeping the driver's area clear of litter and debris, and not spilling food or drink in the vehicle.

Transit Operators shall inspect the interior of their vehicles periodically during their shift to ensure that the vehicle remains neat and clean. If necessary, Transit Operators shall pick up trash or litter left behind by passengers, and place this in the trash receptacle.

SECTION 2

BUS OPERATIONS

2.1 BUS PRE-TRIP/POST-TRIP PROCEDURES

Federal and State Law, and Transit Division policy require that each Transit Operator thoroughly inspect their bus in order to ensure that it is in safe condition, and that it is equipped as required. The “Daily Vehicle Condition Report” (DVCR) must be completed by all Transit Operators for all buses that are in service prior to leaving the Yard.

Before driving a motor vehicle, the operator shall review the last vehicle inspection report required to be carried on the vehicle (ref. DOT, Safety Regulations, paragraph 396.13 Driver Inspection). **Thus, the first Transit Operator to inspect a bus for the day shall review the previous day’s DVCR prior to completing his/her own DVCR.**

2.1.1 Failure to complete a DVCR may result in disciplinary action, and/or a citation from law enforcement agencies. You must sign the DVCR after completing the inspection.

2.1.2 **Bus preparation procedures are to begin immediately after the Transit Operator’s scheduled clock-in time.** During the allotted preparation time, Transit Operator’s should be gathering their equipment and inspecting their bus in order to leave the Yard on schedule.

2.1.3 Suggested Inspection Procedure:

- Approach bus checking for general condition (i.e., leaning to one side, which may suggest a flat tire).
- Enter operator’s compartment and start engine.
- Turn on high idle.
- Turn on interior lights, headlights and four-way flashers.
- Turn on heater/defroster/air conditioning, as needed.
- Perform walk through of interior, checking the following:
 - Interior lights
 - Floor – clean; no tripping hazards
 - Passenger seats – clean; secure
 - Passenger chime – check all cords and buttons; stop request sign; buzzer
 - Flip seats – secure; folding/unfolding properly
 - Securement devices/belts – available and working
 - Windows – clean; not cracked
 - Roof hatch – closed securely
 - Trash receptacle
 - Triangle reflectors
 - Fire extinguisher – in its designated place; no obstruction to access or visibility; operating instructions on nameplate are legible and facing

outward; safety seals and tamper indicators not broken or missing; no obvious physical damage, corrosion or leakage; pressure gauge in operable (green) position

- First aid kit
- Bio-hazard kit
- Passenger steps – clean; no tripping hazards
- Perform walk around of exterior, checking the following:
 - RIGHT SIDE
 - Passenger side mirror – secure; not cracked
 - Passenger door windows/seals – secure; not damaged
 - Right front tire/rim/hub/lug nuts – no air or oil seal leaks
 - Flashers
 - Clearance lights
 - Windows – clean; not cracked
 - Body – clean; no new damage
 - Turn off CNG at the post, disconnect line from the bus, place line in the receptacle at the post
 - Wheelchair lift door
 - Cycle wheelchair lift – report any defects immediately
 - CNG tank access doors – closed securely
 - Right rear tire/rim/hub/lug nuts – no air or oil seal leaks
 - Battery compartment door – closed securely
 - Engine side panel door – closed securely
 - REAR
 - Clearance lights
 - Destination sign
 - Tail/brake lights
 - Flashers
 - License plate light
 - Body – clean; no new damage
 - Engine door – closed securely (do not open door unless you suspect something is wrong)
 - Bumper – no new damage
 - No fluid leaks on ground
 - LEFT SIDE
 - Radiator door – closed securely
 - No radiator fluid leaks on ground
 - Clearance lights
 - Flashers
 - Left rear tire/rim/hub/lug nuts – no air or oil seal leaks
 - Windows – clean; not cracked
 - Body – clean; no new damage
 - Left front tire/rim/hub/lug nuts – no air or oil seal leaks
 - Access panel doors – closed securely

- Driver side mirror – secure; no cracks
- FRONT
 - Clearance lights
 - Destination sign
 - Windshield – clean; no cracks
 - Wiper blades – in good condition
 - Flashers
 - Headlights
 - Bicycle rack – secure; folding properly
 - Bumper – no new damage
- Re-enter operator’s compartment to complete pre-trip.
- Dash gauges
 - Transmission temperature (approx. 210)
 - Air pressure – both gauges (approx. 120)
 - Fuel gauge (full)
 - Odometer (write mileage on DVCR)
 - Oil pressure (approx. 30)
 - Water temperature (approx. 200)
 - Voltmeter (approx. 13)
- Amerex control panel – power is on; “System OK” light is on
- Turn signals
- Steering wheel – no more than 2 inches of play
- Horn
- Two-way radio – power is on; volume turned up sufficiently
- P.A. system – volume turned up sufficiently
- Passenger door control
- Kneeler
- Adjust driver’s seat
- Driver’s seat belt – working properly
- Adjust steering wheel
- Adjust interior and exterior mirrors
- GFI farebox check-out procedures:
 - Check farebox power is on
 - Log in
 - Report any alarms
 - Check Passenger Display is on
 - Check TRiM ticket stock
 - Issue a transfer
 - Check Bill Validator light is green
 - Check Coin Bypass lever position is up
 - Check Magnetic Stripe (run transfer through)
- Perform parking brake check – place transmission in Drive and let bus roll forward slowly; activate parking brake to see if it stops the bus

- Perform service brake check – while still in Drive, let bus roll forward slowly; depress the brake pedal to see if the brakes are working properly
 - Perform back-up alarm check – place transmission in Reverse and listen for alarm
- 2.1.4 **Make certain the DVCR is properly completed, signed, and the bottom (Gold) copy left in the mailbox before leaving the Yard.**
- 2.1.5 **If you are the first Transit Operator to inspect the bus for the day, place the previous day's DVCR in the mailbox as well before leaving the Yard.**
- NOTE: There may be more than one copy, based on how many drivers there were the previous day. Please keep them all attached.
- 2.1.6 **All subsequent Transit Operators who drive the same bus on the same day shall perform their own inspection, using the same DVCR and following the steps outlined above, when they take over the bus or as soon as possible.** If there is not enough time to inspect the bus at changeout, the operator shall inspect the bus at the next layover. The bus shall leave the changeout point on schedule.
- The second driver of the bus, if any, shall place the Pink copy of the completed DVCR in the mailbox upon returning to the Yard.
 - The third driver of the bus, if any, shall place the Canary copy of the completed DVCR in the mailbox upon returning to the Yard.
 - The fourth driver of the bus, if any, shall start a new DVCR, and so on.
- 2.1.7 **At the very least, the White copy of any DVCR that is started for a given bus shall remain on that bus at the end of the day.**

2.2 REQUIRED DOCUMENTS AND EQUIPMENT WHILE OPERATING

- A valid New Mexico Commercial Driver's License with "P" endorsement.
- A valid D.O.T. medical certificate.
- A valid City of Santa Fe Driving Permit with an active National Safety Council's Defensive Driving Course certificate.
- Regulation uniform to be worn while in service.
- A timepiece, flashlight, and pen or pencil.
- A SFT Transit Operator's Handbook (recommended)
- A complete paddle, which consists of:
 - Copy of the completed DVCR.
 - Blank DVCR forms.
 - Courtesy Cards.
 - Accident/Incident Report Forms.
 - Public schedules.
 - Other passenger information, as appropriate.

2.3 FOLLOWING DISTANCE

Without the proper "space cushion" between vehicles there is no allowance made for the sudden and unexpected stops or slowdowns made by other drivers around you. When following moving traffic, Transit Operators must be able to stop smoothly and safely,

even when the vehicles ahead have to stop or slow down suddenly. There are five basic rules to follow with moving traffic. They are:

- 2.3.1 When stopped at an intersection or in traffic allow a space cushion between your bus and the vehicle in front. A good general rule is you should be able to see the rear tires on the car in front of you where they touch the pavement.
- 2.3.2 Start the bus slowly and smoothly and accelerate at an even rate. When starting up, if there is a vehicle ahead wait until it has moved and is at least 15 feet ahead before you start up. This allows you a space cushion in case the vehicle stops suddenly (then you won't have to slam on the brakes).
- 2.3.3 The distance you must maintain behind the vehicles in front of you should be a minimum of one vehicle length for each 10 mph you are traveling. A good method for maintaining an adequate distance between you and the vehicle ahead is the three-second rule. The three-second rule works like this . . . When the vehicle in front of you passes a fixed object (like a light pole) . . . start counting "one thousand one, one thousand two, one thousand three . . ." If you reach the same fixed object before you finished counting to three, then you have not allowed enough following distance and you need to slow a little.
- 2.3.4 Watch traffic conditions ahead so that you will be ready to adjust your following distances accordingly.
- 2.3.5 If a passing vehicle begins to move into your driving lane, slow down in order to maintain a gap or "space cushion" between you and the vehicle ahead. **In bad weather, poor visibility, or at speeds above 50 mph, extend the space cushion to five seconds.**

2.4 FOUR-WAY FLASHERS

Four-way flashers are to be used only under the following conditions:

- Whenever a bus is disabled on a roadway, highway, or freeway.
- Whenever a bus is stopped blocking a regular lane or moving traffic.
- When a bus is stopped and when crossing over all tracks at a railroad crossing.
- When a bus is backing up.
- During bus pre-trip inspection.
- While deploying the passenger lift or ramp.
- While loading and unloading passengers.
- When directed by a supervisor or the Dispatcher.
- **Remember that four-way flashers are not to be used when pulling into, or out of a bus stop.**

2.5 RAILROAD CROSSINGS

- 2.5.1 **Signal Use:** When approaching a railroad crossing, at approximately 150 feet, activate the four-way flashers.
- 2.5.2 **Position After Stop:** Stop your bus no closer than 15 feet and no further than 50 feet from the tracks. If there is a white safety line painted in the roadway, you

must stay behind it. Use caution to insure that any “safety arm” will not come down on your bus.

- 2.5.3 **Look and Listen:** After you have completed your stop, open the front door completely. Look in both directions and listen for an approaching train. If no train is approaching close the front door. If you see or hear an approaching train, you must wait until it passes before proceeding.
- 2.5.4 **Merging into Traffic:** If no train is coming, and the “safety arm” is in the raised position, proceed slowly over the tracks to avoid passenger discomfort and damage to your bus. **Never stop the bus, or attempt to shift the transmission while crossing railroad tracks.** Turn off the four-way flashers after you have completely crossed over all tracks.

2.6 FIRE HOSES

It is unlawful to cross over fire hoses unless instructed to by a fire department official, or law enforcement officer.

2.7 OPERATING ON GRADES

- 2.7.1 **Proper Gear Selection:** The automatic transmission can help the Transit Operator drive safely and efficiently. Using the lower gears can save fuel going uphill and reduce wear going downhill. When road conditions are hazardous, such as, ice and snow build up or flooding, use the lowest gear possible for the conditions of the road.
- 2.7.2 **Uphill:** Listen to your engine speed. It will tell you when it is working too hard and should be shifted into a lower gear. If you are not in the proper gear, the vehicle will slow down, even though you keep the accelerator at the same level. The engine may start to “lug” or sound as if it is under stress. It is, and shifting down a gear will help it work more efficiently and do a better job for you. “Lugging” an engine can cause extra wear and tear, and contribute to premature mechanical problems. It can also cause over heating during very hot weather.
- 2.7.3 **Downhill:** Use a lower gear to help control downhill speed instead of keeping your foot on the brake all the way down. Even if the downhill is only for a block or two, or very slight, regular use of lower gears can reduce brake wear, and help to avoid brake “fade” on hot days.
- 2.7.4 **Slow Traffic:** Shifting to lower gear in slow traffic may help you reduce brake wear, as well as wear on the braking foot. The lower gear will give you more gradual start and stop. Always remember to shift back into DRIVE when your speed increases to normal. Listening to your engine speed will tell you when it is time to shift.

2.8 PASSING ON HIGHWAYS

On all freeways and highways buses must be operated in the right lane. Exceptions to this rule are when the right lane is blocked by stalled vehicles, an accident, construction work, or when over-taking a slow moving vehicle.

SFT buses must not be operated side by side on through lanes. Responsibility for this rule rest with both Transit Operators. If you cannot pass quickly and safely, do not attempt the maneuver.

2.9 BRAKE INTERLOCK

Transit Operators shall NEVER use the brake interlock to hold the bus. Whenever you leave the driver's seat, for whatever reason, you must apply the parking brake and place the transmission in neutral. (This also protects the charging system, by allowing the bus to go into high idle.)

Even at service stops, Transit Operators shall keep their foot on the brake pedal, and not rely on the brake interlock to hold the bus.

2.10 BUS PARKING PROCEDURE

2.10.1 When a bus must be left unattended (you are more than a five-foot radius away from the bus), follow this procedure:

- Curb the wheels if on a grade.
- Set the parking brake.
- Put the bus in neutral.
- Shut the engine off.
- Take all valuables.
- Release the air from the front door and close the door.

2.10.2 When parking buses in the Yard at the completion of a shift, follow the procedures outlined above, and in addition, do the following:

- Stop at Vault Room to allow Service Worker to probe farebox.
- Check for lost articles.
- Do a post-trip inspection including lights, damage, and tires.
- Close all windows and vents.
- Remove your paddle, dash signs, and any passenger handouts, and place them in the proper receptacles at the dispatch office. Remember to remove any other item you brought aboard.
- Hook up the CNG fuel hose to the bus.
- Complete and turn in all required reports and survey data to the Dispatcher.

2.11 DISABLED/DEFECTIVE BUS

A defect that may injure you or endanger the safety of your passengers, or cause further damage to the bus, must be reported to the Dispatcher as soon as it is detected. If you are being relieved you must inform the relieving operator of any defects. Non-emergency defects are to be reported on a DVCR.

2.12 BUS BREAKDOWN

A bus developing mechanical, steering, braking, or tire problems should be brought to a stop at the nearest safe location. Secure the bus and investigate the problem. Use special caution when investigating tire or engine problems because of the danger of an explosion and/or fire. Contact the Dispatcher for assistance.

2.13 BACKING A BUS

The Transit Operator is responsible for all backing maneuvers:

- Always exercise extreme caution during all backing maneuvers.
- Except when absolutely necessary, never back-up your bus alone. Ask a responsible person to direct you. Always maintain visible and audible contact with your guide. Remember that an operator is responsible for any collision with a fixed object that occurs while backing, even with assistance. Do not use the radio to assist in backing.
- Walk around your vehicle and note any activity in the area before backing.
- Turn on four-way flashers.
- If bus is not equipped with a back up alarm sound your horn three times before backing. Give short continuous horn beeps while backing.
- If backing to the right, look in your left mirror first.
- Keep your foot poised over the brake when possible.
- During the entire backing maneuver continuously scan your mirrors for clearance and possible obstructions around your vehicle.
- Backing maneuvers on surface streets should be avoided unless instructed to do so by a police officer, fire department official, or a SFT supervisor. In such cases, ask someone to guide you from outside the bus.

Generally, avoid getting into a situation where you have to back up the bus!

2.14 PUSHING A BUS

In no instance should a bus be pushed by another bus or vehicle, unless authorized by a supervisor or mechanic, or directed by a law enforcement officer.

2.15 STEERING

- 2.15.1 **Position of Hands:** Transit Operators will use the “10 o’clock left hand, 2 o’clock right hand” positions while driving the bus.
- 2.15.2 **Smoothness:** To promote safety and smoothness the operator will use the “push-pull” method of turning the bus as opposed to the “hand-over-hand” method. Using the push-pull method of steering the bus is safer because both hands are always on the steering wheel.
- 2.15.3 **Over Steering:** The Transit Operator should avoid over steering the bus since it could cause loss of control and unnecessary jostling of passengers.

2.16 RESTRICTED BUS SPEED

- 2.16.1 **Over Limit:** Transit Operators must never drive over the posted speed of the road. Excessive speed is the most frequent violation noted on reports of fatal accidents today.
- 2.16.2 **Too Slow:** Transit Operators should avoid driving too slow unless driving conditions warrant such speed. If you are running “hot” find a safe place to pull over until you are back on schedule.
- 2.16.3 **Fast for Conditions:** Regardless of the posted speed, Transit Operators will adjust speed according to the conditions of the road, such as heavy traffic or inclement weather. Never try to maintain the posted speed if it is not safe to do so.

The maximum speed for all buses entering or leaving the Transit Yard shall be five (5) miles per hour.

2.17 PROCEDURE ON BUS STOPS

2.17.1 Passenger Loading and Unloading:

- **Mirror Use:** When approaching a bus stop, begin checking the right side mirror for cyclists or small vehicles 150 feet from the bus stop. When leaving a bus stop, check the inside mirror to make sure everyone is safely seated or standing securely. Next, check the left side mirror to determine that it is safe to proceed, and finally check the right side mirror to make sure that no one is running to the bus or has fallen.
- **Signal Use:** When approaching a bus stop, activate the right turn signal 150 feet from the bus stop. On bus stops located on the far side of an intersection, do not turn on right turn signal until you are in the intersection. This will eliminate any confusion by others about you possibly making a right turn. After completing the stop, cancel the right turn signal and activate the four-way flashers. After unloading and loading the passengers has been completed, check your mirrors, and if it’s safe to proceed, cancel the four-way flashers and activate the left turn signal and begin moving the bus out into right lane of the road.
- **Approach to Stop:** From the passenger’s viewpoint, the best stop is one that is done smoothly, applying minimum braking pressure by anticipating the stop. Panic stopping should be avoided except for emergency situations. The Transit Operator must select a safe location free from holes, debris, and broken curbing. It is best to make use of accessible entrances whenever possible.
- **Position After Stop:** Transit Operator should position the bus parallel to the curb, less than a foot away but not touching the curb, so that passengers have safe access through the doors. If Transit Operator can not get within 12 inches of the curb, they should stay out at least 3 feet. This would allow the

passenger to step into the street first. Otherwise, passengers tend to try to reach for the curb and increase their chance of injury. The foot brake must be applied at all times while passengers are loading or unloading, or while bus is standing without parking brake applied. Whenever the Transit Operator leaves the seat for any reason, the parking brake must be set and the gearshift placed in the neutral position.

2.18 PASSING UP PASSENGERS

When operating regular service, passengers at marked bus stops must not be passed up except under the following circumstances and with the Dispatcher's permission:

- When you are running down, can see your follower, and are operating to the same destination, and with the same stop options as your follower, you may pass up every other stopping point where persons are waiting to board (*providing there are no requests to get off the bus*).
- When a bus is fully loaded and additional riders cannot be accommodated, the Transit Operator is to call the Dispatcher immediately, giving bus number, route, direction, and location.
- When Out of Service and deadheading to the Yard.
- When in a training bus or conducting route tests.
- When directed by a supervisor.

2.19 FULL LOAD PROCEDURES

- When dealing with heavy passenger loads, make every effort to see that passengers move as far to the rear of the bus as possible. If necessary, check the rear of the vehicle to ensure that passengers have moved as far to the rear as possible, and are not seated on the floor.
- A bus is generally considered to have a full standing load when all seats are filled and half of the seated capacity is standing. For example, a 28 passenger bus would be considered fully loaded when all seats are occupied and there are 14 people standing. **Do not overload your bus.**
- If the bus has a full standing load, and you are passing up passengers, radio your bus number, location, direction, and number of people left behind to the Dispatcher.
- Passengers shall not stand or sit in the stairwells when the bus is in motion.
- Do not allow passengers to block your view of the front doorway, or your view to the right side mirror, by standing or sitting in front of the "standee line."

2.20 PASSING A STOP

Before passing a stop, always determine if any passenger wishes to board or exit. If a passenger is accidentally carried past a stop, allow him/her to exit at the next stop, and/or arrange a transfer (*via Dispatcher back to the desired location*). If a passenger

mistakenly boards the wrong bus, allow him/her to exit at the next posted stop. Courteously explain the difference between routes and arrange a transfer, as indicated above, to the desired location.

2.21 TRANSFERS

2.21.1 Issue Policy: Transfers are always to be issued upon payment of fare, unless you have reason to believe that the passenger is attempting to defraud SFT. Although it is preferable to give the transfer when the passenger boards, occasionally, the passenger may have packages, children, etc., that they need to attend to first before retrieving the transfer, or they may simply forget to ask upon boarding. In such cases, good customer service skills should apply. Operators are responsible for collecting and issuing transfers under the following guidelines:

- It is more important to keep the passenger as a long term rider than to collect a transfer.
- Upon payment of fare, the transfer is good for continuous passage in a general one-way direction. Transfers are not to be used on the same route in the opposite direction, except for special situations. **When passengers are inadvertently carried beyond their stop, or a passenger boards your bus by mistake, you should issue them a transfer. This transfer will be good on the first bus traveling in the opposite direction.**
- On all trips, you should accept transfers within the expiration time marked on the transfer itself. **Occasionally, due to a mechanical breakdown or other problems, a passenger coming from a bus with such a problem may have a transfer that does not meet the prescribed time frames, when this occurs, operator should use good customer relations skills and give the passenger the benefit of the doubt.**
- If you are operating a bus that is delayed to such an extent that transfers currently in the hands of passengers expire, you must issue passenger updated transfers.

2.21.2 Invalid Transfer/Transfer Disputes: If a passenger presents you with an invalid transfer, you should handle the situation just like you would a fare issue. If the second situation with the same passenger occurs, you should tell the passenger that they are expected to pay a fare. If the passenger will not pay, then you should contact the Transit Line Supervisor for assistance.

2.22 SCHEDULE ADHERENCE

2.22.1 On Time Performance: Runs must be operated according to the scheduled time points. Time points are departure times unless otherwise indicated on the paddle. If it is an unsafe location to layover for a time, proceed to a safe location and report time problem to the Dispatcher. If for any reason a bus is running five or more minutes late, notify the Dispatchers. Notification is also required when the bus is back on schedule. All transit operators are to own and bring to work an

operational timepiece. The bus clock or the farebox clock are not considered an acceptable timepiece. Transit Operators are to check their timepiece with dispatch's clock each day before starting the route.

2.22.2 Running Hot: Transit Operators who are observed running ahead of schedule (HOT!) will be reported to the supervisor on duty. This may be grounds for immediate disciplinary action.

2.22.3 Unauthorized Route Deviations: Transit Operators are not allowed to deviate from the route unless authorized to do so by a Dispatcher or a supervisor. Any Transit Operator that is reported off route without permission may be subject to immediate disciplinary action.

2.23 REGULAR ROUTING AND DETOURS

All regular service must be operated according to established routes, except in emergencies, or when directed by police officers, dispatcher, or SFT supervisors. The Dispatcher must be notified of any deviation to the established route. When instructed to operate a detour, you are required to pick up and discharge passengers on the detour, unless otherwise directed. For detours and other routes that operate on streets without posted bus stops, make passenger stops at the far-side of intersections, whenever possible and safe to do so.

2.24 DESTINATION AND ROUTE NUMBER SIGNS

Transit Operators are responsible for the proper display of all signs on their bus, including route numbers and dash signs, if appropriate. Signs are to be illuminated during periods of darkness.

- Signs must be displayed according to the instructions located in your paddle.
- Sign changes are to be made only while safely stopped.
- The "Out-of-Service" sign is to be used only when deadheading, making a bus change-out, or when directed by the Dispatcher.
- In the event of a failure in the operation of the sign, call the Dispatcher for assistance. Indicate on the DVCR the code numbers used, which signs failed, and a description of the problems.

2.25 PROCEDURES ON RADIO OPERATION

2.25.1 Federal Communications Rules and Regulations

The user of a radio transmitter automatically comes under the rules of the Federal Communications Commission (FCC) the instant he/she pushes the transmitter button. The user of a radio transmitter is required by the FCC to know these rules and regulations prior to using a radio transmitter. Ignorance of the rules and regulations is not acceptable as an excuse where a citation for violation is involved.

- **Common Violations:**
 - Operation of a radio by unauthorized persons (other than SFT employees).
 - Transmitting messages not related to SFT business.
 - Use of profane or indecent language.

2.25.2 General Operating Guidelines

- **When Operating a SFT Radio, Keep the Following Guidelines in Mind:**
 - Choose words that are distinct.
 - Enunciate clearly and speak slowly.
 - Review what you are going to say before you transmit.
 - Avoid excitement or anger.
 - Consider what is known of the situation at the message destination, and then use just enough words to add intelligence to what is already known.
 - Do not use any type of slang or informal language. Remember that SFT is licensed to use this system for official business only.
 - In the event of an accident or injury, let the Dispatcher ask the questions. Do not give details on the radio. Try to answer all questions “yes” or “no” if possible.
 - The radio may be used while the bus is in motion, provided it is safe to do so. If necessary, wait until conditions are safe for answering or calling.
 - Do NOT interrupt a radio conversation in progress, except in an emergency.

2.25.3 Operating Procedures

The two-way radio installed in each bus is specifically designed to perform the complex requirements of SFT communications. The purpose of the radio system is to (1) improve transit operations, (2) provide supervisory controls, and (3) provide a means to respond quickly to emergency situations. In order to achieve these purposes operating personnel must follow the procedures outlined below:

- Before leaving the Yard, make sure the radio switch is on. Call Dispatch to verify proper radio working order.
- When calling dispatcher:
 - Pick up the handset and listen to make sure the channel is clear.
 - Wait two seconds after the last call, depress the handset switch, wait one second and give the call sign “Dispatch” or “Base”, then give your bus number.
 - Remember that you must push the button to talk and release the button to listen. Be sure to replace the handset properly when you finish transmitting, and make certain the button is not pushed down.
- When answering a call from Dispatcher:
 - Reply by giving the bus number.
 - Release the handset switch and wait for the message.

- If the message is understood, indicate so by replying “ten-four” (10-4) or “direct.”
- Whenever the bus is in service, the radio switch must be in the “on” position, with the volume at a level that it can be heard.

2.25.4 Radio Use

- Radio will be used for the following purposes:
 - Report by Transit Operator of any emergency condition requiring immediate attention.
 - Conversation initiated by the Dispatcher regarding any business matter that should not wait until the end of the shift.
 - Coordination of transfers.
- Transit Operators will confine their identification transmissions to the bus number only. Personal names are to be avoided.
- The radio system shall not be used for personal transmissions.
- The radio system shall not be used to spot SFT supervisory personnel in the field.
- No radio transmissions shall be made which create an unfavorable or unprofessional impression of SFT, or its employees.
- Transit Operators shall refer to the Dispatcher as either “Dispatch” or “Base.”

2.26 RADIO CODES

A list of radio ten-codes is included on the next page. Transit Operators are expected to familiarize themselves with these ten-codes and use them as much as possible to help reduce radio traffic.

RADIO TEN-CODES

10-1	RECEIVING POORLY	10-37	WHEELCHAIR PASSENGER
10-2	RECEIVING WELL	10-38	DETOURING
10-4	MESSAGE RECEIVED	10-39	FUELING
10-5	RELAY	10-40	BOMB SCARE
10-6	BUSY	10-41	PROBLEM, CANNOT TALK
10-7	OUT OF SERVICE	10-42	PROBLEM WITH PASSENGER
10-8	IN SERVICE	10-43	SUSPICIOUS PERSON/PACKAGE
10-9	REPEAT	10-44	PASSENGER COMPLAINT
10-10	OUT OF SERVICE, RADIO ON	10-46	NEED WRECKER
10-11	COURTESY STOP	10-48	USE CAUTION
10-12	LEAVING YARD	10-50	MEAL BREAK
10-17	PASSENGER COUNT	10-55	DISCHARGE ONLY
10-18	GFI REMOVAL/PROBLEMS	10-56	REQUEST GCCC/SAWMILL
10-19	RETURN TO YARD	10-57	DRUNK/DISORDERLY
10-20	LOCATION	10-60	OVERLOAD AT STOP
10-21	TELEPHONE THE OFFICE	10-65	NO ONE AT STOP
10-22	CANCEL LAST MESSAGE	10-66	BRAKE PROBLEMS
10-23	STANDBY	10-75	V.I.P. ON BOARD
10-24	MINOR PROBLEM, MAY CONTINUE	10-76	EN ROUTE
10-25	NO RESPONSE	10-80	WEAPON/EXPLOSIVE
10-26	MAJOR PROBLEM, MISSED TRIP	10-85	ARMED & DANGEROUS
10-27	MISSED TRIP	10-87	NEED POLICE/AMBULANCE
10-28	CHANGE OUT	10-88	CRIMINAL DAMAGE
10-30	STOP UNNECESSARY TALK	10-97	ARRIVED AT DESTINATION
10-31	TRIPPER ASSIGNED	10-98	LAST ASSIGNMENT COMPLETE
10-32	RADIO CHECK	10-99	PASSED UP PASSENGER
10-33	EMERGENCY	10-100	RESTROOM BREAK
10-34	ACCIDENT TRANSIT INVOLVED		
10-35	ACCIDENT TRANSIT NOT INVOLVED		
10-36	CORRECT TIME		

2.27 RESTROOM BREAKS

Restroom breaks are permitted along the routes when necessary, but they should not become a habit. For example, there should be no need to stop on every run, unless there is a documented medical condition. Also, **bus operators are expected to use this provision for its intended purpose**, not to purchase food and drinks or care for other personal tasks.

When taking a restroom break, Transit Operators shall do the following:

- Inform the Dispatcher that you are “10-100” (taking a restroom break).
- Stop only at locations designated by the Transit Operations Manager. All other stops will be considered unauthorized.
- Do NOT turn the bus left across traffic at any time to take a restroom break – even at an authorized location.
- On minor streets, you may stop the bus and cross the street to use the restroom, but always cross the street behind the bus so you can see other drivers and they can see you.
- Park where the bus will not block traffic or create a hazard. It is preferable to park in the street at a bus stop, if one is nearby and it is safe to do so.
- If it is not safe to remain in the street, pull into the parking lot parallel to the street, as close to the street as possible, and where you may maintain reasonable line of sight with the vehicle while you are inside. Do NOT park in a manner that will require you to back up in order to exit.
- Before leaving the bus, perform the following:
 - Activate the four-way flashers
 - Apply the parking brake
 - Place the gearshift in neutral
 - Inform your passengers that you will be right back
 - Release the air from the front door and close the door
- Make your restroom break as quickly as possible so you can keep your bus on schedule, and so passengers are not tempted to enter or leave the bus while you are gone.
- Do your part to keep the restrooms clean so we don’t wear out our welcome with the businesses who have made their facilities available to us.
- When you return to the bus, inform the Dispatcher that you are “10-76” (back en route).

2.28 LAYOVER TIME

This is a period between scheduled arrival and departure time at the end of a trip. It allows adequate headway spacing and proper schedule adherence. Layover time is not guaranteed.

For layovers, all buses are to 1) proceed directly to the loading area; 2) move to the most forward position of the loading area; and 3) remain in the loading area until departure

time. While in the loading area, the passenger door is to remain open, except in inclement weather.

If it becomes necessary for the Transit Operator to leave the bus during layover, the bus parking procedure described in Section 2.9.1 shall be followed.

2.29 DELAYS

If the bus route falls more than five (5) minutes behind schedule for any reason, the Dispatcher shall be notified of the delay. Transit Operators are not to delay service for any unauthorized or unnecessary reason.

2.30 BUS LIGHTING

All buses in operation during periods of dusk, darkness, and low visibility are to have interior and exterior lights on unless directed otherwise by supervisory personnel. This includes travel to and from the Yard.

- Headlights may be used during daylight hours if, in your judgement, dark or stormy weather has significantly reduced visibility. Special attention must be given, however, to ensure headlights are turned off at layovers and upon returning to Yard.
- Interior lights must remain on while the bus is in operation during periods of darkness or low visibility.
- Interior lights must remain on at all times when there are passengers on board.

2.31 SAFETY GUIDELINES

2.31.1 Turning:

- Mirror Use: Transit Operators should check all mirrors before, during, and after making a turn.
- Right Turns:
 - Be in the right lane or along the line of parked cars. Activate your right turn signal at least 150 feet before the intersection.
 - At the intersection be approximately 4 feet from the curb or line of parked cars. Using right mirror make sure no moving vehicle is between your vehicle and the curb. Look out for cyclists!
 - Keep your front wheels straight.
 - Begin your turn when you can look down the curb line or line of parked cars in the lane you are turning onto. Make your turn at 3 to 5 mph.
 - Using your mirrors watch the front and sides of your bus carefully.
 - Straighten out and maintain approximately 3 feet of clearance from the curb line or line of parked cars.

- Note: If you must swing partially into the inside lane to make the turn, steer directly back into the right lane, so that another vehicle cannot pull between you and the curb.
- Left Turns:
 - Activate your turn signal and move into the left lane at least 100 feet before the intersection.
 - Stop behind the pedestrian crosswalk if you are at a controlled intersection and wait for a green light.
 - On green light, when there is no vehicle ahead in your lane, pull ahead, keeping your wheels straight ahead. Note: Do not start up from behind the crosswalk on a yellow light.
 - Wait for a gap in traffic.
 - Make your turn at 3 to 5 mph. Checking your left side mirror to make sure you are clear of any problem objects.
 - Straighten out into the lane closest to the curb.
 - Maintain about 3 feet of running distance from the curb or line of parked cars and resume normal speed.
- Turn Signals:
 - Activate turn signals 150 feet before a right turn and 100 feet before the intersection on a left turn.

2.31.2 Intersections:

- Forty percent of all city accidents happen at intersections.
- Right of Way:
 - Know who must yield the right of way. Approaching an unmarked intersection at the same time, you must yield to the vehicle on the right.
 - Remember that you never have the right of way over pedestrians.
 - Slow down when approaching an intersection. Be prepared to stop to avoid an accident regardless of who must yield the right of way.
- Covering Brake:
 - Always keep your foot over the brake when approaching an intersection. Just by having your foot poised over the brake, you can stop 33 feet sooner at 30 mph than if you had your foot over the accelerator.
- Mirror Use:
 - Check mirrors frequently and signals so that no one has to guess what you are going to do. Signaling your stops and turns is a legal requirement. When you are at a controlled intersection and the light turns green, check both left and right for vehicles running the light. If clear move into the intersection, go through without hesitation.

2.31.3 Steering:

- Position of Hands: Transit Operators will use the “10 o’clock left hand, 2 o’clock right hand” position while driving the bus.

- Smoothness: To promote safety and smoothness the Transit Operator will use the “push-pull” method of turning the bus as opposed to the “hand-over-hand” method. Using the push-pull method of steering the bus is safer because both hands are always on the steering wheel.
- Over Steering: Transit Operator should avoid over steering the bus since it could cause loss of control and unnecessary jostling of passengers.

2.31.4 Lane Positioning:

- Proper Lane: Buses should be operated in the right hand curb lane as much as possible. The only exceptions to this would be to make a lane change in order to pass, proceed straight or make a left turn.
- Position in Lane: Transit Operator should maintain an adequate distance from the curb or line of parked vehicles. However, there are times when the Transit Operator must change lanes to get around parked vehicles or objects, to pass slower vehicles, or to set up for a left turn.
- Signal Use and Mirror Use: Below is the standard procedure for changing lanes under normal conditions:
 - Be certain that the lane you intended to move to is clear. Check your left and right side mirrors, glance left, and signal your intentions.
 - When changing lanes to pass a vehicle, keep the bus as straight as possible and move to the next lane well in advance of reaching the vehicle.
 - Before returning to your driving lane, activate your right turn signal and check your right outside mirror to make sure it’s safe to do so.
 - When returning to your driving lane make sure that the end of the bus is past the front of the vehicle that you are passing.
- Lane Merging: Remember that the lane merging into the main lane of traffic on the roadway does not have the right-of-way and must yield.

2.31.5 Defensive Driving:

- Mirror Use: While driving, Transit Operators should check both outside mirrors and the overhead interior mirror a minimum of once every 15 seconds.
- Speed for Conditions: As a general rule all buses shall drive the posted speed for the road of travel. However, the speed of the bus should be reduced as appropriate during inclement weather and during heavy traffic.
- Space Cushion: Without the proper “space cushion” between vehicles there is not allowance made for the sudden and unexpected stops or slowdowns made by other drivers around you. When following moving traffic, Transit Operators must be able to stop smoothly and safely, even when the vehicles ahead have to stop or slow down suddenly. There are three basic rules to follow with moving traffic. They are:
 - When stopped at an intersection or in traffic allow a space cushion between your bus and the vehicle in front. A good general rule is you should be able to see the rear tires on the car in front of you where they touch the pavement.

- Start the bus slowly and smoothly and accelerate at an even rate. When starting up, if there is a vehicle ahead wait until it has moved and is at least 15 feet ahead before you start up. This allows you a space cushion in case that vehicle stops suddenly (then; you won't have to slam on the brakes).
- The distance you must maintain behind the vehicles in front of you should be a minimum of one vehicle length for each 10 mph you are traveling. A good method for maintaining an adequate distance between you and the vehicle ahead is the three-second rule. The three-second rule works like this. When the vehicle in front of you passes a fixed object (like a light pole) start counting "one thousand one, one thousand two, one thousand three "If you reach the same fixed object before you finished counting to 3, then you have not allowed enough following distance and you need to slow a little.
- Watch traffic conditions ahead so that you will be ready to adjust your following distances accordingly.
- If a passing vehicle begins to move into your driving lane, slow down in order to maintain a gap or "space cushion" between you and the vehicle ahead. **In bad weather and at speeds above 50 mph, extend the space cushion to 5 seconds.**
- Uses Good Judgement: Defensive driving is the name of a style of driving that places safety above all else. Common sense that involves good judgement and knowledge of basic accident avoidance techniques are the ingredients of successful defensive driving. Generally, operator error is recognized as a contributing factor in over 85 percent of all traffic accidents. But the key ingredient for you is that you are a professional transit operator and must adjust to the conditions around you. You are judged on your ability not only to avoid accidents, but also to actively avoid accidents. A defensive driver is one who actively avoids accidents. Continued improvement depends on concentration and attitude.
- Smooth Braking: Feathering the brake means when braking to a full stop, be careful to let up slightly on the brake just as the vehicle stops completely. If you hold the brake down and do not let up slightly just as the vehicle comes to a full stop, there is an abrupt backlash in the opposite direction just as the vehicle stops completely. This abrupt backlash will throw a passenger backward and result in an uncomfortable an unprofessional ride. It could also cause injury. Try to avoid hard "panic" type braking at controlled intersections and bus stops by anticipating the stop and slowing down gradually. This will give a smoother more professional ride, keep the brakes from over heating, (which causes brake fade), and extend the life of the brakes.

2.31.6 Bicyclists

When a bicyclist is sharing the road with you, you must be aware of the danger he/she faces and drive accordingly. By law, bicyclists have the same rights accorded operators

of other vehicles, yet they are at a distinct safety disadvantage, since their vehicles offer no protection. There are five major bus maneuvers that bicyclists cite as hazardous. They are as follows:

- Bus squeezes bicycle into curb or parked cars. When pulling into a bus stop or making a right turn, be sure to check your right side mirror. Right turns must be signaled well in advance.
- Bus stops too far from curb with right side open to traffic. This encourages bicyclists to pass on the right, endangering them and passengers who may be alighting from the bus.
- Bus makes a left turn in front of bicyclists. This occurs when there is a failure to judge the speed of a bicyclist relative to the speed of the bus.
- Bus pulls out when a bicycle is passing. When checking your left side mirror before pulling out of a bus stop, watch for and yield to all vehicles. Bicyclists passing on your left could be forced into moving traffic.
- Bus jumps green light. Condition yourself to look for all vehicles at intersections. Bicyclists are harder to see. Be sure all vehicles have cleared the intersection before proceeding.

Other hazards faced by bicyclists are wind (sometimes caused by passing buses), rough roadway (larger vehicles can ignore most holes and storm drains), parked cars (whose doors may open without notice), and general vulnerability to injury.

Remember you and bicyclists have equal rights under the law. However, because of the size difference between a bus and a bicycle, bicyclists are extremely vulnerable on the roadway. Use appropriate caution.

2.32 BIKE AND RIDE SERVICE

SFT provides service with a bike rack mounted on the front of the bus that can carry up to two bicycles. The following policies and procedures regarding the bicycle rack are in effect:

- Usage of bike racks is free.
- Bicycle rack use is on a first come, first served basis.
- No bicycles are allowed inside the bus.
- Passengers are responsible for loading and unloading bicycles.
- Passengers using the bicycle rack should be requested to remove water bottles, pumps, or any other loose items that may fall off while the bus is in motion, or impair the operator's vision.
- Transit Operators shall ensure that it is safe before allowing any bicycle loading and unloading.
- If there is a problem regarding bicycle rack service, Transit Operator shall contact the Dispatcher immediately for assistance.

Remember that State Law requires that an operator be responsible for proper securement of any load on his/her vehicle.

2.33 OUT-OF-SERVICE VEHICLE

2.33.1 When a Transit Operator during pre-trip/post-trip inspections or in route has an alleged mechanical or safety defect, the following procedure shall be followed:

- The Transit Operator shall record on a DVCR a detailed description of the mechanical or safety defect.
- The Transit Operator shall report to the Dispatcher the alleged mechanical or safety defect.
- The Dispatcher shall call the maintenance shop to report the alleged mechanical or safety defect.
- A certified mechanic will physically inspect vehicle in the yard, or if on route, will direct the Dispatcher to have the Transit Operator stop the vehicle immediately.
- A certified mechanic will then do a road call to verify the alleged mechanical or safety defect.
- After the certified mechanic has made a determination of the alleged defect, several scenarios could follow:
 - The certified mechanic repairs defect, or determines that there is no defect, or defect is minor and mechanic signs off DVCR releasing vehicle.
 - The certified mechanic calls maintenance shop to have vehicle towed to the yard and placed out-of-service (a RED OUT-OF-SERVICE TAG is secured to the vehicle).
- The out-of-service vehicle is further inspected, repaired and DVCR signed off by mechanic(s) performing the repairs.
- After the mechanical or safety defect has been repaired, tested and the DVCR signed off, a maintenance employee will put vehicle back in service by notifying the Dispatcher.
- **ONLY MAINTENANCE MANAGEMENT OR CERTIFIED MECHANICS CAN PUT A VEHICLE OUT-OF-SERVICE, OR PUT AN OUT-OF-SERVICE VEHICLE BACK IN SERVICE.**

2.33.2 According to Federal Motor Carrier “Safety Regulations” Section 392.7, Equipment, Inspections and Use, the following applies:

- No commercial motor vehicle shall be driven unless the driver thereof shall have satisfied himself/herself that the following parts and accessories are in good working order, nor shall any driver fail to use or make use of such parts and accessories when and as needed:
 - Service brakes, including trailer brake connections.
 - Parking (hand) brakes.
 - Steering mechanism.
 - Lighting devices and reflectors.
 - Tires.

- Horn.
- Windshield wiper or wipers.
- Rear-vision mirror or mirrors.
- Coupling devices.

2.34 MAXIMUM DRIVING TIME

According to Federal Motor Carrier, Safety Regulations, paragraph 395.3 Maximum Driving Time:

- (a) no motor carrier (transit agency) shall permit or require any driver used by it to drive nor shall any such driver drive:
 - (1) More than 10 hours following 8 consecutive hours off duty; or
 - (2) For any period after having been **on duty** 15 hours following 8 consecutive hours off duty.
- (b) No motor carrier shall permit or require a driver of a commercial motor vehicle to drive, nor shall any driver, regardless of the number of motor carriers using the driver's services, for any period after –
 - (1) Having been on duty 60 hours in any 7 consecutive days if the employing motor carrier does not operate commercial motor vehicles every day of the week; or
 - (2) Having been on duty 70 hours in any period 8 consecutive days if the employing motor carrier operates commercial motor vehicles every day of the week.

Under paragraph 395.2 Definitions, **on duty time** means all time from the time a driver begins to work or is required to be in readiness to work until the time he/she is relieved from work and all responsibility for performing work. **On-duty time** shall include:

- (1) All time at a carrier or shipper plant, terminal, facility, or other property, or on any public property, waiting to be dispatched, unless the driver has been relieved from duty by the motor carrier;
- (2) All time inspecting equipment as required by paragraphs 392.7 and 392.8 of this chapter or otherwise inspecting, servicing, or conditioning any commercial motor vehicle at any time;
- (3) All driving time as defined in the term **driving time** in this section.
- (4) All time, other than driving time, in or upon any commercial motor vehicle except time spent resting in a sleeper berth as defined by the term **sleeper berth** of this section;
- (5) All time loading or unloading a commercial motor vehicle, supervising, or assisting in the loading or unloading, attending a commercial motor vehicle being loaded or unloaded, remaining in readiness to operate the commercial motor vehicle, or in giving or receiving receipts for shipments loaded or unloaded;
- (6) All time repairing, obtaining assistance, or remaining in attendance upon a disabled commercial motor vehicle;

- (7) All time spent providing a breath sample or urine specimen, including travel time to and from the collection site, in order to comply with the random, reasonable suspicion, post-accident, or follow-up testing required by part 382 or part 391, subpart H, of this subchapter, whichever is applicable, when directed by a motor carrier;
- (8) Performing any other work in the capacity of, or in the employ or service of, a common, contract or private motor carrier; and
- (9) Performing any compensated work for any non-motor carrier entity.

Driving time means all time spent at the driving controls of a commercial motor vehicle in operation.

2.35 FATIGUE AWARENESS

Transit Operators are primarily responsible for assessing their own condition and informing their supervisors if they are not able to safely perform their job duties. However, if a supervisor observes or becomes aware of potential fatigue factors that may compromise an operator's ability to perform his/her job duties safely, the supervisor may decide to not schedule the operator or not let the operator keep a scheduled assignment.

2.36 PRESCRIPTION AND OTC DRUGS

Transit Operators are required to immediately inform their supervisors of any prescription or over-the-counter (OTC) medications they are taking that may induce drowsiness or otherwise interfere with their ability to safely perform their normal job duties.

Transit Operators are also expected to inform their medical providers of the nature of their job duties and their work schedule, so that prescription and OTC drug regimens do not unnecessarily conflict with the performance of their job duties.

SECTION 3

PASSENGER RELATIONS

3.1 CONDUCT TOWARD THE PUBLIC

Santa Fe Trails is in business for one reason only – to provide public transportation services for the citizens of Santa Fe. The Transit Operator's responsibility is:

- To provide passengers with safe and dependable service.
- To always be courteous to passengers, even when the passenger is in the wrong.
- To show a genuine concern for passengers and their needs.
- To convey a helpful and professional attitude toward passengers.
- To provide service that makes passengers want to ride again.

3.1.1 In order to maintain good customer relations, the operator shall:

- Maintain a neat, professional appearance.
- Drive safely and smoothly at all times.
- Provide a comfortable climate (e.g. turning on the air conditioner or heater as needed), turn on rear dome lights before or after daylight hours, and keep the interior of the bus clean.
- Stay on schedule. NEVER be ahead of schedule, and try to avoid being needlessly behind schedule.
- Deal with passengers so that they believe the transit system operators are concerned with their personal well-being.
- Go out of the way to be helpful.
- Support and explain company policies when dealing with a passenger. If an operator does not agree with a company policy, he/she should discuss it with a supervisor, not with passengers.
- Maintain a constant, conscious effort to be courteous to all passengers, even the difficult ones.
- Maintain a cheerful and helpful attitude and always keep control of his/her temper. An operator shall not allow personal troubles to interfere with his/her responsibility as an operator.
- Explain why he/she can or cannot do something.
- Be concerned for the safety and convenience of his/her passengers.
- Know the route. Keep up-to-date on landmarks, hotels, places of interest, major businesses, streets, connecting or intersecting bus lines, locations of street numbers on route, and intersecting streets.
- Help passengers understand how to use the bus service. Give out accurate information and thoroughly explain whatever customer information materials are available. An operator should never alarm passengers by spreading rumors about changes in service.

- NEVER EMBARRASS ANYONE. Quietly, and respectfully, discuss the problem or issue with the goal of helping to resolve it.
- NEVER PASS ANYONE UP. If in doubt whether the person is waiting for the bus, stop and ask.
- Take the time to understand passenger questions and make sure passengers understand the answers.
- Politely discourage passengers from talking excessively to him/her while the bus is in motion.
- Be a courteous driver. Other motorists and pedestrians are potential riders.
- Avoid arguments with passengers at all costs. The operator shall be firm, but polite and consistent in enforcing passenger rules.

3.1.2 Passengers have the right to file complaints and/or compliments with management regarding the behavior, or perceived behavior, of an operator. It shall be management's responsibility to investigate in the event of a complaint and to determine appropriate disciplinary actions, if necessary. At no time shall an operator confront the complainant about the report or the allegations therein.

3.1.3 Transit system passengers are our customers and only through their tax dollars and the support of other citizens is it possible for this system to continue operating. Goodwill and common sense must prevail.

For the most part, passengers will simply get on the bus, pay their fare, and ride quietly to their destination. However, at times you may encounter an individual or a group of passengers whose actions are detrimental or annoying to you and others on your bus. When responding to these situations, you must put the safety of yourself and your passengers first. Keeping the peace should be your first consideration when deciding how to react to any potentially volatile occurrence. Most instances must be handled on an individual basis, and you should use good judgement, putting safety first. You need to know how to effectively handle these situations as well.

3.2 DISPUTES

Avoid arguments, no matter what the provocation. Don't take comments personally. Remember, in a tense situation your first statement will influence the attitude of the passenger. Make it as courteous, factual, and positive as possible. Arguing will only provoke a dispute and minimize your ability to handle the situation. Do not physically intervene in disputes or assaults between passengers. At the first indication of possible violence, discreetly call the Dispatcher for assistance. Continue operating normally as you feel the situation allows. If the situation worsens, use good judgement. Take appropriate action to ensure safety and defuse the incident. Such action could include stopping, securing the bus, and opening all doors. **A good rule of thumb is: if you cannot resolve the situation from the driver's seat, then call the Dispatcher or a Transit Line Supervisor for help.**

3.3 ADULT MISCONDUCT

For acts of misconduct such as vandalism, criminal activity, or passenger disputes call the Dispatcher for assistance. When reporting an incident of this nature, remember:

- Remain calm, speak slowly and clearly.
- Notify the Dispatcher.
- Give your location and do not move your bus.
- Give your bus and route number.
- Do not attempt to detain or chase the suspect(s).
- Note features and mannerisms of the suspect(s) for future identification.
- Complete an Accident/Incident Report detailing the occurrence.

3.4 JUVENILE MISCONDUCT

If you cannot safely operate the bus due to juvenile misconduct, call the Dispatcher for assistance. Under no circumstances are Transit Operators to remove from the bus any juvenile, unless it is to the custody of a SFT supervisor or law enforcement officer.

3.5 INTOXICATED OR ILL PERSONS

At your discretion, if the person appears capable of caring for themselves in a safe manner, and is neither aggressive nor likely to annoy or assault other passengers, allow the person to board the bus. If the person does not meet these criteria, you may refuse service. If you refuse service you must notify the Dispatcher. Once aboard, you should not move the bus until the passenger is seated. If the passenger is too intoxicated or ill to exit safely, you should call the Dispatcher for assistance.

3.6 REFUSING TRANSPORTATION

In extreme circumstances you may refuse transportation to an individual or group of individuals whom, because of their offensive behavior, or their inability to care for themselves, may compromise the safety of you and your passengers. Examples of extreme circumstances that justify refusing service include those individuals who pose a potential security problem, passengers without shoes or shirts, individuals who have soiled themselves and/or their clothing, or those who give the appearance of extreme intoxication. You must notify the Dispatcher immediately when the incident occurs.

3.7 EJECTING A PASSENGER FROM THE BUS

Be sure you are justified before requesting that a passenger leave the bus. Justified examples include extreme annoyance to other passengers, threats of violence, loud profane language, yelling, and physical altercation. Be sure to request, not demand, that the person leave. If the passenger refuses to leave, and there is no supervisor or other person of authority present, call the Dispatcher for instructions before taking further

action. You must not forcibly eject a passenger, or put your hands on him/her at any time. If a passenger is removed from the bus, they should be left in an area that is safe, well lighted, and near a public telephone. If a passenger is removed from the bus, you must notify the Dispatcher immediately so authorities may be contacted if necessary.

3.8 DETAINING

Do not physically detain anyone under any circumstances. It is usually best to make a safe service stop, open the doors and allow the person – and other passengers – to leave the bus, if they so desire.

3.9 COMPLAINTS

If you can answer a passenger complaint, do so. If not, refer the individual to the SFT Office at 955-2001. The telephone number is also printed in the route schedules. If a passenger asks you to identify yourself, notify the passenger that you are only required to give your first name.

3.10 SMOKING

SMOKING ON CITY VEHICLES OR WITHIN FIFTEEN (15) FEET OF CITY BUILDINGS IS PROHIBITED.

If passengers are smoking as they board the bus, or if they light up while riding the bus, courteously remind them that smoking is not allowed. If the passenger refuses to stop smoking, seek help immediately from the Dispatcher.

3.11 ELECTRONIC DEVICES

Passengers may operate a television, radio, tape player, scanner, or other electronic device only if it is connected to earphones. If a passenger refuses to stop playing equipment that disturbs other passengers, or interferes with your ability to safely operate your vehicle, call the Dispatcher for assistance.

3.12 EATING AND DRINKING

Passengers may not eat or drink on the bus. Food and/or beverages may be brought onto the bus provided the items are in a closed container and are not consumed while on the bus. Lunch pails, grocery bags, fast-food bags and boxes are acceptable closed containers for food. Paper or plastic cups and bottles used for beverages must have a lid. Thermos bottles are acceptable provided they have a lid. **Open soda cans and bottles without lids are unacceptable,** since the beverage could be spilled in the bus.

3.13 DRUGS AND ALCOHOL

Passengers may not consume alcohol or illegal drugs on the bus. If necessary, contact the Dispatcher to report the use of alcohol or the possession of illegal drugs by passengers.

3.14 STANDEES

Federal law prohibits anyone from standing forward of the “standee line” at the front of the bus. If passengers block the area between you and the front door, so as to block your view to the right front and right side of the bus; courteously ask them to move.

Standees are permitted behind the “standee line.” Encourage standees to hold onto a handrail or seat before moving the bus. If a senior citizen or disabled person must stand, politely request other passengers to make seats available for them.

3.15 PASSENGERS WAITING AT TERMINALS

To assist passengers waiting at terminals - Sheridan Transit Center (STC) and Santa Fe Place (SFP) – Transit Operators shall always make a complete stop and announce their route and departure time before continuing in service. Also, Transit Operators shall announce their route and departure time prior to leaving the bus for a break or layover. Upon returning to the bus, Transit Operators shall announce their route number and departure time again.

Using the exterior speaker on the public address system, if the unit is so equipped, Transit Operators shall announce their departure time to waiting passengers as follows:

(Example) “Route 2 will be departing in one minute. Departure time in one minute. The time is now 2:14. Thank you.”

If no exterior speaker exists or it is not working, Transit Operators shall exit their bus, stand by the front door and announce their route number and departure time in the same manner as that shown above.

Transit Operators shall make sure their head signs are changed and showing the proper destination before arriving at the terminal.

All units pulling into the terminals shall pull forward directly behind the bus in front. Should a unit depart the terminal, all other units shall pull forward.

While in the terminal, the Transit Operator shall remain on the bus or be just outside the front door. The front door is to remain open so waiting passengers may board, except in inclement weather (rain, snow, wind, etc.).

Never leave a bus unattended and the engine running unless instructed to do so by supervisory personnel. If you leave the bus, you must secure the bus according to the procedures listed below:

- Curb the bus if on a grade.
 - For downhill curbed areas, turn front wheels into the curbs.
 - For uphill curbed areas, turn front wheel away from the curb.
- Set the parking brake.
- Put the bus in neutral.
- Shut the engine off.
- Take all valuables.
- Release the air from the front door and close the door.

Upon returning to the bus, recount and collect fares from passengers who board during your absence.

3.16 CHECKING THE BUS

At the end of a shift, and before returning to base, it is the Transit Operator's responsibility to inspect the interior of his/her bus by walking the entire length of the vehicle. This will ensure the discovery of any sleeping passengers and/or lost and found items. If you find a sleeping passenger on your bus, be aware that some people may become violent when awakened. If you determine that it is safe to wake the person, you may do so (but do not touch the person), if not, call the Dispatcher for assistance. Assess each situation and use good judgement.

3.17 BAGGAGE PROCEDURE

In order to ensure the safety and comfort of all passengers, it is essential to provide for baggage transporting under the following conditions:

- No baggage shall be permitted aboard bus, which has any dimension in excess of five (5) feet.
- Baggage must be placed so as not to block aisles and/or seats when passengers are standing.
- Firearms, explosives, gasoline, and car or other liquid filled batteries are not allowed on City vehicles. In addition, propane tanks, or other pressurized tanks, unsealed or open containers, and materials that produce objectionable odors and any other materials which may endanger the safety of passengers are prohibited. This includes any combustible materials other than portable oxygen supplies in use.
- Animals are not allowed aboard SFT buses except in cages specifically designed for the transporting of animals, as long as it can easily be placed on the lap or under the seat. Service animals are exempted from the provision.
- Passengers may only bring as many bags and packages on the bus that they can reasonably carry in their arms, and that do not block the passenger aisles or take up seats that are needed by other passengers.

- Two-wheeled shopping carts shall be permitted as long as they are stored in a manner that does not block the passenger aisles, and secured by the passenger.
- Baby strollers shall be permitted as long as they are unoccupied, and can be folded and stored in a manner that does not block the passenger aisles, and secured by the passenger.
- Folding wheelchairs shall be permitted as long as they can be stored in a manner that does not block the passenger aisles, and secured by the passenger.
- Folding bicycles and unicycles are allowed on the bus, providing that the wheels and other frame extrusions, such as pedals, are stored in one compact form and do not pose a danger to other passengers and are secured by the passenger.
- Bike racks are provided on most buses.
- Roller skates and roller blades must be removed from feet prior to boarding. Passengers while riding on City buses must secure roller skates, roller blades, and skateboards.

3.18 ARTICLES LOST AND FOUND

Any article found while you are on City property or equipment must be turned into the Dispatcher unless claimed by the verifiable owner. It is your responsibility to protect yourself, your passengers, and the City of Santa Fe in instances when articles are lost and found.

Follow these procedures:

- Always inspect your bus before leaving the Yard, at terminals and when you return to the Yard at the end of your shift.
- Found items must be turned into the Dispatcher the same day they are found. Be prepared to give the following information to the Dispatcher:
 - Date and Time the item was lost
 - Route and Bus # where the item was lost
- Valuable articles such as a purse, wallet, briefcase, prescription drugs, eyeglasses, cell phone or camera must be reported to the Dispatcher immediately. If possible, have a Transit Line Supervisor meet your bus and transfer the article to his/her control.
- Do not give money amounts or article descriptions over the air. Please use discretion when giving out any information to passengers about a found item.
- If identifying information is found on or in an article, the Dispatcher or supervisor will attempt to contact the owner. Although SFT is not responsible for lost items, we will, within reason, attempt to return found items.
- Articles will remain in Lost and Found for a period of 30 days. If the article is not claimed, the operator who found the article may claim it. Articles not claimed will be disposed of in an appropriate manner.

SECTION 4

ACCESSIBILITY POLICY AND PROCEDURES

The following information summarizes the accessibility service provided by SFT. If you need any additional information on this service, contact your supervisor.

4.1 PUBLIC ACCESS

Every member of the public may board a SFT bus through the front doors at a designated bus stop, in accordance with applicable schedules and routes.

Transit Operators shall make service stops in a manner that allows persons with disabilities to safely board and alight from the bus. If this involves moving a short distance from the bus stop to a place where persons with disabilities can readily enter or exit the vehicle, the operator shall make this reasonable accommodation.

Transit Operators shall leave their seats to assist the elderly or persons with disabilities as necessary or upon request.

4.2 PERSONAL CARE ATTENDANT

A person with a disability may have an accompanying Personal Care Attendant (PCA) who may ride SFT buses for free, providing the person with a disability has been medically certified for the program. Certified passengers must have a valid SFT identification card or a Medicare card to signify eligibility for this program.

The PCA may assist the person with a disability with boarding/deboarding, carrying packages, etc., but is not allowed to assist with the bus restraint and securement mechanisms. **Transit Operators shall be responsible for proper securement of wheelchairs and other mobility devices at all times.**

4.3 ADA ANNOUNCEMENTS

Transit Operators are required by the Americans with Disabilities Act of 1990 (ADA) and under the rules (37.167) subsequently issued by the Department of Transportation (DOT) to announce stops for passengers. Use the bus public address (P.A.) system or a strong voice to announce the stop. Transit Operators shall make announcements whenever there is at least one passenger on board and approximately one-half block in advance, at the following:

- All time-points that are listed on the route's public timetable.
- All transfer points with other fixed routes.
- All major destination points that have been listed on the driver's paddle.
- Any other individual stop or location requested by a passenger.
- Anytime the bus is at or near the last stop on a given route in the direction just traveled, when the bus will continue on another route.

Persons with disabilities and many of your other passengers will appreciate your compliance with this requirement. Regardless, **ADA announcements are mandatory.**

Non-compliance with this federal law could affect our federal funding, and may result in lawsuits against the City of Santa Fe and the individual driver. Complaints of non-compliance will be fully investigated. **Employees who are determined to be in non-compliance will be subject to disciplinary action, up to and including termination of employment.**

4.4 PASSENGERS WAITING AT TRANSIT CENTERS

To assist passengers waiting to board at STC and SFP, Transit Operators shall announce their route and departure time prior to leaving the vicinity of the bus for a break or layover. Upon returning to the bus, operators shall again announce their route number and departure time to ensure that waiting passengers are properly directed to the route they desire. (See Section 3.15)

4.5 KNEELING MECHANISMS

Every member of the public shall have the right to request that the Transit Operator “kneel” the bus (if so equipped) for boarding convenience or accessibility. Transit Operators shall not inquire whether the requesting passenger has a disability. If the “kneel” mechanism, or any other accessibility-related equipment is unavailable or inoperable, the operator shall notify the Dispatcher of the circumstances.

4.5.1 Operation of Kneeling Mechanism: When a Transit Operator prepares to kneel a bus, he/she shall stop the vehicle parallel to the curb.

- **The bus shall not be over the curb when the “kneel” mechanism is activated.**
- If the operator cannot kneel the bus for any reason, or if damage occurs, he/she shall notify the Dispatcher immediately.
- **At no time shall the kneeling mechanism be activated when a passenger is loading/unloading a bicycle on the bicycle rack.**

4.6 PASSENGER LIFTS

On buses that require the outer doors to be opened first, Transit Operators shall operate the lift from outside the bus.

4.6.1 Unavailability of Passenger Lift:

- If a passenger lift on the bus is unavailable or inoperable, operators shall inform any passengers requiring accessible service when the next accessible coach is scheduled, and notify the Dispatcher that assistance in transporting a 10-37 is required.

- If the passenger lift cannot be deployed or would be damaged if deployed, or temporary conditions at the stop not under the control of SFT precludes the safe use of the stop by all passengers, operators shall not activate the lift. Transit Operators will immediately notify the Dispatcher if this occurs, and request assistance in transporting a 10-37 passenger.
- If the securement area in the bus is occupied with other passengers using mobility devices, or the vehicle is completely full with standing passengers, operators will immediately notify Dispatch and request assistance to transporting a 10-37 passenger.

4.6.2 Size and Weight Specifications for Passenger Lifts:

- Any person using a wheelchair or other mobility device may use the passenger lift if the wheelchair or mobility device does not exceed **30 inches in width** and **48 inches in length**.
- The **maximum weight** that can be accommodated on the lift is **600 lbs.**, including the person.
- If a passenger requests deployment of the lift for their mobility device, but cannot meet the size and weight requirements for the particular bus involved, the operator shall immediately notify the Dispatcher and request assistance in transporting a 10-37 passenger.

4.7 **PASSENGER REFUSAL TO FOLLOW PROCEDURES**

If a passenger refuses or fails to follow the SFT accessibility procedures, the operator shall notify the Dispatcher and await further instructions.

4.8 **SFT EMPLOYEE REFUSAL TO FOLLOW PROCEDURES**

If a SFT employee refuses or fails to follow the SFT accessibility procedures, he/she shall be subjected to disciplinary action up to and including discharge.

4.9 **PASSENGER LIFT PROCEDURES**

4.9.1 Passenger Lift Deployment:

- The Transit Operator shall determine that the area is clear of persons and obstacles (rocks, glass, poles, etc.).
- The Transit Operator shall approach with caution, positioning the vehicle parallel to the curb. The transit vehicle shall never be closer than 6 inches, nor farther than 36 inches from the curb, depending on the particular vehicle, lift mechanism, and boarding conditions.
- The Transit Operator shall align the lift doors with a level boarding area.
- If the transit vehicle cannot be pulled to the curb, the operator shall use his/her best judgment to allow for safe boarding/deboarding.

- If there is a problem with boarding safely, the operator shall call the Dispatcher for assistance.

4.9.2 Boarding/Deboarding Procedures for Standing Users of the Passenger Lift:

- Before activating the lift, the Transit Operator shall ensure that passengers on board are clear of the lift area, and that there are no obstructions outside the bus where the lift platform will be deployed.
- When necessary the operator shall advise the boarding passenger to move back while the passenger lift is being deployed.
- Once the lift has been fully deployed, the operator shall advise the passenger to board the lift. To ensure safety, standing passengers must face the direction of travel while riding the lift.
- The operator shall advise the passenger to hold on to safety handrails.
- The operator shall advise the passenger that the lift is going to move. The lift shall not be operated until the passenger acknowledges that he/she is ready to move, or the operator has determined it is safe. The operator shall also advise the passenger to lower their head, if necessary, in order to avoid contact with the bus.
- The operator should ask the passenger using the lift his/her point of destination, or transfer point, although the passenger is not required to provide the operator with his/her destination or transfer point.

4.9.3 Boarding Procedures for Passengers Using Wheelchairs or Other Mobility Devices

- At SFT transit centers, when possible, Transit Operators will board passengers using wheelchairs or other mobility devices prior to other passengers waiting to board.
- Transit Operators shall check the seats in the wheelchair securement area to ensure that one is vacant. If the seats are occupied, the operator shall advise the passenger(s) occupying the seat to move to another seat in order to accommodate the passenger using a mobility device. If the seated passenger refuses to move, the operator shall contact the Dispatcher.
- Passengers using wheelchairs or mobility devices have first priority to the securement area seats.
- If the securement area is being occupied by a passenger using a manual wheelchair, the operator may inquire whether the wheelchair user would be willing to transfer from their wheelchair to a vehicle seat. If this transfer can be done in a safe and easy manner, and the wheelchair user consents, such transfer may be made. The manual wheelchair of the transferred passenger shall be folded and properly secured.
- Before activating the lift, the operator shall ensure that passengers on board are clear of the lift area, and that there are no obstructions outside the bus where the lift will be deployed.

- When necessary the operator shall advise the boarding passenger to move away from the coach while the passenger lift is being deployed.
- When necessary the operator shall advise the passenger to move onto the lift platform once the lift has been fully deployed.
- The passenger may board the lift either forward or in reverse.
- The operator shall ask the passenger to lock the brakes on their mobility device, and to hold on to the safety handrails, if possible.
- If the brakes on the mobility device are not working properly, the operator will proceed with extreme caution. When a passenger using a mobility device is not stabilized on the lift by brakes, the operator will advise the passenger of the danger that is present and request that the passenger hold on to the safety handrails. Once the operator has activated the lift, he/she shall observe the passenger on the lift while it is in motion to ensure safety. The operator will also inform the passenger that SFT advises the use of brakes because, without brakes, the wheelchair or mobility device could move on the lift.
- Transit Operators may not deny a passenger's use of the lift if the mobility device they are using is without properly working brakes, or the passenger refuses to apply the brakes.
- The operator shall then notify the passenger using a mobility device that he/she is ready to operate the lift. The lift shall not be operated until the passenger acknowledges that he/she is ready to move, or the operator has determined that it is safe. **Note: The passenger lift shall not be operated unless the safety barrier is locked in position.**
- When necessary the operator shall advise passengers using motorized mobility devices not to operate the controls while the passenger lift is in operation.
- **Transit Operators shall encourage passengers to utilize all of the various securement devices available, but a passenger has the option of utilizing their brakes, the safety restraint seatbelt and/or shoulder harness.**
- The operator should ask the passenger using the lift his/her point of destination, or transfer point, although the passenger is not required to provide the operator with his/her destination or transfer point.
- The operator shall call the Dispatcher indicating that a 10-37 is on board giving any down time and the destination or transfer point.

4.9.4 Deboarding Procedures for Passengers Using Wheelchairs or Other Mobility Devices

- The operator shall inspect the area to ensure the lift can be deployed and will not be damaged; and that there is no temporary condition at the stop, not under control of SFT, that precludes the safe use of the stop by all passengers.
- The operator shall allow other deboarding passengers to leave the bus before proceeding to deboard the passenger using a mobility device.
- The operator shall remove all restraint and securement devices from the wheelchair or mobility device prior to activating the lift.

- Before activating the lift, the operator shall ensure that passengers on board are clear of the lift area, and there are no obstructions outside the bus where the lift will be deployed.
- The operator shall un-stow the lift to provide quick and easy access.
- When necessary the operator shall advise the passenger to move out onto the lift so that the back wheels are clear of the bus floor.
- Passengers using mobility devices shall disembark facing away from the coach.
- When necessary the operator shall advise the passenger to lock the brakes on their mobility device and to hold on to the safety handrails, if possible.
- If the brakes on the mobility device are not working properly, or the passenger refuses to lock their brakes, the operator will proceed with extreme caution. Request that the passenger hold on to safety handrails.
- The operator shall then notify the passenger using a mobility device that he/she is ready to operate the lift. The lift shall not be operated until the passenger acknowledges that he/she is ready to move, or the operator has determined it is safe. **Note: The passenger lift shall not be operated unless the safety barrier is locked in position.**
- When necessary the operator shall advise passengers using motorized mobility devices not to operate the controls while the passenger lift is in operation.
- When necessary the operator shall advise the passenger to move slowly off the lift, once the platform and safety barrier are level with the ground.

4.9.5 Boarding Procedures for Passengers Using Wheelchairs or Other Mobility Devices, and Accompanied by a PCA.

- Transit Operators will follow normal boarding procedures as described above in Sub-Section 4.9.3.
- When necessary the operator shall advise the PCA in the same manner that he/she would advise a passenger using a wheelchair or other mobility device, regarding maneuvering, locking the brakes, securement, and boarding as described above in Sub-Section 4.9.3.
- The PCA may assist the passenger to board the lift either forward or in reverse.
- The PCA shall not ride on the lift with the passenger.
- **Transit Operators shall encourage passengers to utilize all of the various securement devices available, but a passenger has the option of utilizing their brakes, the safety restraint seatbelt and/or shoulder harness system.**

4.9.6 Disembarking Procedures for Passengers Using Wheelchairs or Other Mobility Devices and Accompanied by a PCA.

- Transit Operators will follow normal disembarking procedures as described in Sub-Section 4.9.4.

- The operator shall advise the PCA in the same manner that he/she would advise a passenger using a mobility device regarding maneuvering, locking the brakes, securement, and debarking as described in Sub-Section 4.9.4.
- The passenger using a mobility device shall face away from the bus when debarking.
- The PCA shall not ride on the lift with the passenger.

4.9.7 Passenger Lift Failure

If a passenger lift fails to operate properly for any reason, the operator shall immediately cease operating the lift and notify the Dispatcher. Unless there is an emergency situation, operators should not assist passengers using a mobility device off an inoperable lift. However, operators should immediately request instructions from the Dispatcher on how to proceed.

4.10 SECUREMENT AREA PROCEDURES

4.10.1 Securement Procedures – Boarding

- When necessary the Transit Operator shall advise other passengers not to interfere with the user of a wheelchair or other mobility device.
- The operator is required to assist the user of a mobility device with the use of securement systems. This assistance shall include the proper application of all wheelchair restraint and securement mechanisms.
- Operators shall always secure wheelchairs in the securement areas with the person facing forward (toward the front of the bus).
- Operators shall always secure wheelchairs to the floor using four securement devices on each of the four corners of the wheelchair. The devices shall hook around vertical support pieces of the frame on the wheelchair. The strap shall attain an approximate 45-degree angle to the floor of the bus, and shall retract sufficiently to provide a snug fit.
- Three-wheeled scooters shall be secured with four securement devices and the additional strap provided, which shall be wrapped around the steering post, providing a loop for the two front hooks.
- Under no circumstances shall a securement device be hooked to a wheel, footrest, fender or any other collapsible piece of the wheelchair or mobility device.
- In the event a specialized wheelchair or mobility device cannot be secured in the normal manner with the securement devices, the operator shall radio Dispatch for instructions before moving the bus.
- The operator driving the route is responsible for ensuring that all wheelchairs and mobility devices are properly secured before moving the bus. Even if another transit employee assists with this task, the operator driving the bus must check to make sure the task was completed properly.
- **UNDER NO CIRCUMSTANCES SHALL A PASSENGER BE ALLOWED TO SECURE WHEELCHAIRS OR OTHER MOBILITY DEVICES.**

- When necessary the operator shall advise the passenger to lock their brakes and fasten the seat belt and/or shoulder harness.
- **Transit Operators shall encourage passengers to utilize all of the various securement devices available, but a passenger has the option of utilizing their brakes, the safety restraint seatbelt and/or shoulder harness.**
- UNDER NO CIRCUMSTANCES SHALL A PASSENGER WITH NO ARMS AND LEGS BE TRANSPORTED UNLESS HE/SHE IS PROPERLY SECURED TO THE WHEELCHAIR.
- Operators shall always drive their vehicles in a smooth and deliberate manner so that passengers, and particularly persons with disabilities, are not thrown from their seats when the operator is making stops or turns.

4.10.2 Securement Area Procedure – Deboarding

The operator shall assist passengers using a mobility device with removing all restraint and securement mechanisms on the bus.

4.11 **EMERGENCY EXIT PROCEDURES FOR LIFT PASSENGERS**

4.11.1 Emergency Exit Procedures

- Transit Operators shall immediately report any emergency situation to the Dispatcher. If evacuation is necessary, and a passenger who uses the lift to board the bus is on the vehicle, the operator shall indicate to the Dispatcher whether they will need further assistance to remove the person from the bus.
- Transit Operators shall advise other passengers to exit the vehicle via the doors and/or windows, according to standard SFT emergency procedures. (See Section 6)
- In a life threatening situation, the operator shall physically remove any disabled passenger from the bus if he/she is able to do so. The operator shall not operate the lift in an emergency situation if this will create or increase danger to anyone on the vehicle.

4.12 **INSPECTION OF ACCESSIBILITY EQUIPMENT**

4.12.1 Pre-trip Inspection of Accessibility Equipment

During pre-trip inspection, Transit Operators shall perform the following functions:

- Completely cycle the lift to ensure proper working condition.
- Inspect floor tracks, and all restraint and securement mechanisms to ensure cleanliness and operability.
- Ensure that the seats in the securement area can be lifted to allow access for mobility devices.
- Check that the public address (P.A.) system is operational.

4.12.2 Reporting Defects of Accessibility Equipment

Transit Operators shall immediately report any defect of accessibility equipment to the Dispatcher. **A bus with an inoperable wheelchair lift shall not leave the yard for revenue service.**

4.13 SERVICE ANIMAL ACCESSIBILITY

4.13.1 Public Access

Every visually impaired, totally blind, deaf, hearing impaired, or physically disabled person shall have the right to be accompanied on a SFT bus by a guide or signal dog, or service animal, specially trained to assist the passenger. Any working animal should not be petted or handled by any person other than the owner or trainer.

4.13.2 Fees

No extra costs or fees shall be assessed for a guide or signal dog, or service animal. Passengers shall be liable for any damages done to vehicles or facilities by such animal.

4.13.3 Access for Trainers

Persons licensed to train guide and signal dogs, or service animals may take these animals, for the purpose of training, into transit facilities open to the public. **These trainers may also board SFT buses without being required to pay an extra fee for such animal.** The trainers of these animals will be liable for any damage done to SFT facilities or vehicles.

4.13.4 Definitions

- Guide dog: any seeing-eye dog, which was trained by a licensed person.
- Signal dog: any dog trained to alert a deaf or hearing impaired person to intruders or sounds.
- Service animal: any animal individually trained to work for a person with a disability including, but not limited to, minimal protection work, pulling a wheelchair, or fetching dropped items.

4.13.5 Boarding and Deboarding Procedures for Service Animals

- The trained animal, as defined above, shall board and deboard the bus by using the steps.
- The trained animal shall not be allowed to board or deboard the bus by using the passenger lift. When boarding, the animal must board before the lift is deployed, and when deboarding, the animal must stay in the vehicle until the lift has been properly stowed away.
- The trained animal shall sit by its owner or trainer while onboard the bus.

4.14 RESPIRATORS AND OXYGEN SUPPLIES

Portable respirators and oxygen supplies consistent with U.S. Department of Transportation rules on the transportation of hazardous materials are permitted on SFT buses. **The operator shall ensure that portable breathing devices and oxygen tanks are safely secured before moving the bus.**

4.15 PROCEDURES FOR ASSISTING A PASSENGER WITH A VISUAL IMPAIRMENT

What to do when you meet a passenger with a visual impairment:

- If a person seems to need help, go ahead and offer your assistance. But do not help unless the individual says you can. Always ask before you act. If you aren't sure exactly what to do, ask the person to explain how you should help.
- To guide the person, let him/her take your elbow or rest his/her hand on your shoulder. Don't grab the person's arm, as this is dangerous as well as insulting and frightening. The individual will walk about half a step behind you, following your body motions. If you encounter steps, curbs or other obstacles, identify them. In places too narrow for you to walk two abreast, bring your arm back and let the guided person follow you.
- When talking to the individual, use normal tone and speed of voice. Shouting or speaking to an adult as a child is very insulting. Blindness does not affect hearing or intelligence. Speak directly to the person, not to a third party. When you are leaving a room, say so, anyone would feel foolish talking into thin air. Don't avoid using words like *blind*, *look*, or *see*; people with visual impairments use them too.
- When giving the person directions, be as clear and specific as possible. Make sure to point out obstacles in the direct path of travel. Since some people have no visual memory, be careful of using descriptions containing numbers of feet or yards (e.g., 50 feet ahead). If you're unsure of just how to direct the person, say something like, "I'd be happy to give you directions; how should I describe things?"
- When guiding the person to a seat, simply guide the hand to the back of the seat.
- Resist the temptation to pet a working guide dog. If the dog is distracted from its work, its owner can be in danger. Always ask permission of the owner before interacting with the dog.
- Use common sense and sensitivity. Most people with visual impairments can hear fine and comments like, "Isn't she brave!" or "Isn't it a shame he's blind," are usually heard and not appreciated. A person with visual impairment is just like you, only without sight. Give him/her the same respect as you would a sighted person.
- When working or socializing with persons with visual impairments, don't exclude or excuse them from participating because you feel their blindness would be a problem. Let them make that decision. Don't lower your expectations (work load, social activities, etc.) of what the person can do. He

or she may surprise you. Give the person the chance to succeed or fail, just like anyone else.

- Make sure meeting places are architecturally accessible to all participants (e.g., raised elevator numbers). Provide alternatives to printed material (cassette tapes, large print, braille) which sighted participants receive.
- Experience is the best teacher. Get to know people with visual impairments and you will see your misconceptions disappear.

4.16 PROCEDURES FOR ASSISTING A PASSENGER WITH A COGNITIVE DISABILITY

When you meet a person with a cognitive disability:

- When talking, keep your concepts clear and concise. Use fewer complex sentences. But it is inappropriate to change the inflection or tone of your voice. Don't talk down to the person. The quality of your conversation won't change by making your points clear and easy to understand.
- It's okay to offer help (e.g., reading the schedule, explaining directions), but wait until your offer is accepted before doing anything. You may think someone needs help doing something, but they may prefer to do it themselves. Ask first.
- Don't assume that the person is sick. Reduced cognitive ability is not an illness. It is not contagious, and does not cause health problems.
- Don't take advantage of the person. Sometimes their friendliness and eager to please attitude encourages people to ask them to do excessive favors and chores. Don't ask them to do anything you wouldn't ask other folks to do for you.
- Keep in mind that most people with cognitive disabilities have the same activities of daily living as you do. Many of them find it impossible to get a cab to stop for them or to have a clerk wait on them in stores. Remember that persons with cognitive disabilities are customers and patrons, and deserve equal attention when shopping, dining or traveling.
- In some cases the person may seem to react to situations in an unconventional manner or may appear to be ignoring you. Remember that a lack of response or a slow response doesn't necessarily mean the person is being rude to you. The person may simply be slower to respond.
- Interact with the individual as a person first. Talk to adults as adults, not as if they were children. Citizens with cognitive disabilities deserve the same respect and dignity as all other people.

4.17 PROCEDURES FOR ASSISTING A PASSENGER WITH A HEARING IMPAIRMENT

When you meet a person with a hearing impairment:

- Speak clearly and distinctly, but don't exaggerate. Use normal speed unless asked to slow down.

- Provide a clear view of your mouth. Waving your hands or holding something in front of your lips, thus hiding them, makes lip reading impossible.
- Use a normal tone unless you are asked to raise your voice. Shouting will be of no help.
- Speak directly to the person, instead of from the side or back of the person.
- Speak expressively. Because persons with hearing impairments cannot hear subtle changes in tone which may indicate sarcasm or seriousness, many will rely on your facial expressions, gestures and body movement to understand you.
- If you are having trouble understanding the person's speech, feel free to ask him/her to repeat. If that doesn't work, then use paper and a pen. Communicating is your goal. The method doesn't matter.
- If you know any sign language, try using it. If the person you are communicating with finds it a problem, the person will let you know. Usually your attempts will be appreciated and supported.
- If the person is with an interpreter, speak directly to the person, not to the interpreter.
- When talking with the person, try not to stand in front of a light source (e.g., a window). The person would find it hard to see your face, which would be silhouetted in the light.

SECTION 5

FARE COLLECTIONS AND RIDERSHIP DATA

5.1 GENERAL INFORMATION

Santa Fe Trails provides a broad spectrum of fare rates to accommodate our customers. The rules in this section govern the collection of fares.

- Transit Operators are expected to have knowledge of current fare rates, and shall ensure that the fares are collected and appropriately deposited in the farebox.
- Fares are good for passage in a general one-way direction only.
- Cash fares are to be deposited in the farebox by customers whenever possible. **Transit Operators are not to handle cash fares, unless a passenger is physically unable to place his/her own fare in the farebox.** If this occurs, operators are to make sure that it is obvious to the customers on the bus that they are depositing the fare.
- At transit centers, and transfer locations, customers who have boarded the bus during the operator's absence are to be requested, in a courteous manner, to deposit their fares in the farebox, or present an appropriate pass.
- Customers must pay the fare in coins, or U.S. paper currency, or show a valid SFT bus pass or transfer. **Checks are not allowed as fare payment on the bus.**
- Customers may deposit more than the required fare amount and receive back a "Change Card" recording the balance of the fare transaction. For example, a customer requests a \$2.00 Day Pass and deposits a \$5.00 bill. The customer will receive back a Day Pass and a "Change Card" with \$3.00 stored credit. This Change Card can then be used by the customer for future fares.
- Customers must always inform the Transit Operator before depositing the fare if they are purchasing Passes or want a Change Card.
- Sales of Day Passes shall be a final action. No refunds shall be made. If a customer demands a refund, refer the customer to Customer Service at 955-2001.
- Children age 5 years and under, when accompanied by a fare paying customer shall not be charged a fare. No more than three children per fare paying customer.
- Customers without a disability, between 18 and 59 years of age, are considered "regular fare" or "standard fare monthly pass" customers.
- Customers between 6 and 17 years of age, with valid school I.D.; senior citizens 60+ years; and passengers with a disability with a Medicare card, Social Security Letter or Santa Fe Ride I.D. are considered "reduced fare," "reduced day pass" or "reduced fare monthly pass" customers.
- An attendant may accompany disabled customers when riding SFT buses. The attendant may ride for free, providing the disabled customer has been

certified for the Santa Fe Ride program. Certified customers must have a valid Santa Fe Ride I.D. card to signify eligibility. Only one attendant per disabled person is entitled to a free ride.

5.2 INSTRUCTIONS FOR GFI ODYSSEY VALIDATING FAREBOX

5.2.1 OCU Operational Check Procedure

Check the Operator Control Unit (OCU) for the following conditions:

1. OCU displays the initial screen stating “No Drive – Press [#] to Log in.”
2. To turn on the back light, press the [BLUE] button while pressing the [UP] arrow key next to the [BLUE] button.
3. To turn off the back light, press the [BLUE] button while pressing the [DOWN] arrow key next to the [BLUE] button.
4. To increase the contrast, hold down the [GREEN] button while pressing the [LEFT <] arrow key near Key 1. To lock contrast setting, hold down the [BLUE] button while pressing the [LEFT <] arrow key.
5. To decrease the contrast, hold down the [GREEN] button while pressing the [RIGHT >] arrow key near Key 1. To lock contrast setting, hold down the [BLUE] button while pressing the [LEFT <] arrow key.

5.2.2 Farebox Check-Out Procedures

Before beginning a route, drivers should inspect the farebox, then log-in. By performing the simple steps listed below, you should be satisfied that the farebox is ready for revenue service.

1. **CHECK FAREBOX POWER.** Notice that the Passenger Display reads: “Out of Service”
2. **LOG IN.** Follow the Log-in procedures described below.

NOTE: If you press buttons on the OCU and a beep sounds but no action occurs, notify Dispatch that the OCU may not be functioning.

Step 1. Press [#] to Log in

Step 2. Verify FARESET

- Check the upper left corner of the screen and notice the word FARESET, which is not highlighted. The default is FARESET 1. Do not change this FARESET, unless instructed to do so by a supervisor.

Step 3. Enter DRIVER ID

- When the correct FARESET is set, press [#] or the arrow key next to DRIVER to highlight it on the Log-in screen.

- Enter the last four digits of your Employee I.D., using the OCU numeric keys. As the number is entered, it appears directly below the word DRIVER. If an error is made, simply re-key the number correctly.

Step 3. Enter ROUTE number

- When the DRIVER number has been entered correctly, press [#] or the arrow key next to the word ROUTE.
- Use the OCU numeric keys to enter a new ROUTE number.
- As the number is entered, it appears on the screen under the word ROUTE. If an error is made, re-key the number correctly.

Step 4. Enter RUN number

- When the ROUTE number is correct, press [#] or the arrow key next to RUN to highlight it.
- To enter a new RUN number, use the OCU numeric keys. As the number is entered, it appears on the screen under the word RUN. If an error is made, re-key the number correctly.

Step 5. Enter DIRECTION

- When the RUN number is correct, press [#] or the arrow key next to Direct to highlight it. This generates a DIRECTION screen.
- To enter a new DIRECTION, press the corresponding arrow key (either INBOUND or OUTBOUND) to make your selection.
- **NOTE: Be sure to change the DIRECTION on the OCU at the same time that you change your headsign.**

Step 6. Press [#] or a small arrow key to return to the Log-in screen.

Step 7. Review all of the parameter settings on the Log-in screen. If they are correct, press the [GREEN] button to enter the operating mode.

3. **REPORT ANY ALARMS.** Notify Dispatch of alarms such as: CBOX (no cashbox), STK (ticket stock low) and BYPASS (coin validator is in bypass mode) listed on the OCU's operations screen after log in.
4. **CHECK PASSENGER DISPLAY.** Notice that the Passenger Display shows a message such as: "Insert coins, bills, magnetics or transfers."
5. **CHECK TRIM TICKET STOCK.** Look at the Ticket Stock Viewing window. If stock is low, notify Dispatch to replenish stock.

6. **ISSUE A TRANSFER.** Issue a transfer. Check whether the correct day and time were printed on the transfer. If not, notify Dispatch.
7. **CHECK BILL VALIDATOR LIGHT IS GREEN.** There should be a green light on the triangle above the Bill Insertion Slot. If the light is red, notify Dispatch. (Make sure you're logged in.)
8. **CHECK COIN VALIDATOR BYPASS LEVER.** Confirm that the Coin Validator Bypass Lever is up. If down, the Coin Validator is in bypass and the word "bypass" appears on the OCU.
NOTE: In "bypass mode," the farebox will accept, but not count, coins. However, other forms of payment (bills, magnetic stripe tickets, passes and transfers) will be validated/counted by the farebox. Service personnel must re-set the Bypass Lever from inside the farebox.
9. **CHECK MAGNETIC STRIPE SLOT.** Swipe a just-issued transfer through this slot. OCU should say, "invalid."

5.2.3 Accepting the Pre-set Fare

The farebox is programmed to accept the preset level for an ADULT fare, which is \$1.00. When a passenger pays the required amount, the farebox validates the fare, then beeps to indicate the fare has been accepted.

- The Passenger Display and OCU do not display the amount inserted when it reaches the preset. For example, the Passenger Display shows the following after a passenger inserts a \$1 bill:

Full Fare 1	\$1.00
Inserted	\$00.00
- By contrast, when the amount inserted is NOT a preset, the displays DO show the amount inserted. For example, if a \$1 preset fare is inserted in coins, the displays show the total inserted as each coin is accepted (.10, .20, .30, etc.) until the preset is inserted. Then the display shows 0 and the farebox beeps.

5.2.4 Collecting Transfers

To process a transfer, the passenger inserts the transfer in the Magnetic Fare Card Slot. The OCU displays:

00.00
Regular

Regular is the type of transfer.

The Passenger Display states:

Inserted Regular \$0.00

If the transfer is valid, the farebox beeps indicating acceptance. If the transfer is invalid, the farebox warbles and the display shows the reason (i.e., Expired).

5.3 FARE DISPUTES

All customers are required to pay a fare, or use a valid pass or transfer upon boarding a bus. Exceptions to this requirement are Personal Care Attendants, when accompanying a certified person with a disability, and children 5 years and under accompanied by a fare paying customer.

Customers who refuse, or are unable to pay all or part of the fare, or who produce an invalid pass or transfer, are not entitled to service. However, do not engage in disputes over non-payment of fare. Politely and calmly request that the customer pay the fare, without embarrassing the customer.

In some cases, the inability to pay the fare may be genuine. It is permissible to allow such customers to ride, but inform them that next time they need to have the full fare. Repeat offenders refusing to pay the full fare should be requested to leave the bus. If they refuse to exit the bus, notify the Dispatcher when safe to do so. If necessary, ask the customer to take a seat so that you may continue in service. Submit an Accident/Incident Report Form to the Dispatcher with appropriate information on time, location, description of customer, etc., so proper follow-up action may be taken.

Remember, in any fare dispute, PLEASE KEEP THE PEACE.

5.4 COUNTERFEIT, OUTDATED, AND MISUSED PASSES

If you are certain that a customer is using an invalid pass, politely ask the customer for the pass. If the customer refuses, do not forcibly confiscate the invalid pass. Politely request the customer pay the proper fare. Do not try to detain the customer or refuse him/her transportation. As with the refusal to pay, notify the Dispatcher, and note the incident on an Accident/Incident Report Form showing time, location, description of customer, when/how often they ride, if known, etc. This information will aid SFT supervisory personnel in following up the incident.

5.5 VERIFICATION FOR SENIOR/DISABLED DISCOUNTS

5.5.1 The following forms of identification are to be accepted for the purpose of verifying discount fares for customers with disabilities:

- Medicare Card
- Social Security Letter
- Santa Fe Ride I.D. Card
- Santa Fe Trails Reduced Monthly Fare Pass

5.5.2 Additionally, the following forms of identification are to be accepted as verification for the senior (60 years or older) reduced fare:

- Valid Driver's License

- Motor Vehicles Division I.D. Card
- Birth Certificate
- Passport (U.S. or Foreign)

5.6 RIDERSHIP DATA COLLECTION

Two of the most important measures of the performance and productivity of a transportation system are the number of customers carried and on-time performance. Ridership and on-time performance information allows SFT to plan effectively for future needs and develop schedules. This information is also used to plan route modifications, adjust service levels, identify transfer points, and make appropriate bus assignments.

5.6.1 In order to provide the best level of service to our community, SFT utilizes three forms of ridership data collection. They include on-board ridership surveys, on-time performance, and farebox revenue information.

- On-board ridership surveys: Transit Operators record passenger loads, schedule adherence, and collect other information that is used to evaluate route and system performance.

5.6.2 The information collected by Transit Operators during passenger counts is very important. All operators shall carefully log all necessary information during passenger counts and turn in the count sheets at the end of their shift, as required.

- Fare revenue information: In the event that your farebox is not working, you are required to keep a “Tally Sheet” of all passengers and revenue collected by type.

The importance of properly logging all pertinent information on Tally Sheets cannot be overstated. Transit Operators must make certain that they fully and completely fill out the Tally Sheets including name, date, route and trip number, type of transaction, etc. Remember that Tally Sheets are required paperwork, and must be turned in at the end of your shift.

SECTION 6

EMERGENCIES AND INCIDENTS

Whenever there is an emergency or unusual incident, the Dispatcher must be notified. Timing for notifying the Dispatcher depends on the situation, since your safety, the safety of your passengers and others involved must come first.

6.1 EMERGENCIES

Use the radio ten code “10-33” for any emergency situation when police or medical aid is needed. This includes situations where you have witnessed, or have been asked by a citizen who has witnessed, emergencies such as assaults, accidents or fires that occur either on or off the bus. Remain calm. Give your exact location, direction of travel, route and bus number. A Transit Line Supervisor and law enforcement officers will be dispatched immediately. Do not continue on route until directed by Dispatcher or a Transit Line Supervisor. If possible, stay on the radio to allow for Dispatcher verification or transmission of additional information.

Notify Dispatcher when you are free to resume your schedule. File an “Accident/Incident Report” upon returning to Base.

6.2 FIRE

If you suspect a fire or if a fire should occur on or in any part of the bus, the most important thing you can do is protect the lives of your passengers and yourself.

- Immediately pull clear of traffic, if possible.
- Stop the bus in a safe manner.
- Open all doors and evacuate all passengers to a safe location – about 300 feet away and behind a barrier, if possible.
- Call Dispatcher for assistance. Use a cell phone or pay phone, if necessary.
- Turn off ignition switch.
- **If it is safe to do so**, attempt to locate and extinguish the fire, if possible.
- If the fire is located in the passenger compartment and you are reasonably certain it is small enough to put out, use the fire extinguisher, as follows:
 - Pull the pin
 - Activate the trigger
 - Direct the nozzle at the base of the flame
- If it is a tire fire, use extreme caution as an explosion may occur.
- If the fire is located in the engine compartment, the Amerex Fire Suppression System will activate automatically. **Do not open the engine compartment door.**
- Notify Dispatcher as soon as the fire is extinguished, or if the fire cannot be extinguished.
- File a complete “Accident/Incident Report” upon returning to the base.

6.3 BOMB THREATS

Bomb threats must not be ignored. All suspicious incidents, persons or items must be taken as serious potential threats to Santa Fe Trails staff, structures and vehicles. Bombs can look like almost anything. Their designs and appearances reflect the ingenuity of the bomber. Never presume that a bomb has only one size and shape. When trying to locate a bomb, be suspicious of anything that looks out of place. Let bomb experts make the determination of what is and is not a bomb.

6.3.1 **Bomb Threat on a Particular Bus:**

Once information is received that a bomb is on a particular bus, Dispatcher will:

- Notify the Police Department of **Code 40** and probable location, and then call the bus unit number and state “CODE 40.”
- The Transit Operator **will not acknowledge** the CODE 40 call from dispatch. Radio transmission by the operator could activate a bomb.
- After the Dispatcher sends out the appropriate CODE 40, the Dispatcher will designate an employee to inform the Transit Director, all transit staff located in the administrative building, and all maintenance staff located in the maintenance building of the bomb threat. All unnecessary staff shall refrain from standing in the dispatch office while Code 40 is in effect.
- CODE 40 tells the Transit Operator to immediately park the bus in a safe location, evacuate all passengers (300 feet or more) advising them to take all personal items with them, and search the interior of the bus for a suspicious device, package, paper bag or article. If a 10-37 is on board, they must be evacuated before a search is made for a suspicious device.
- If the Transit Operator finds something of a suspicious nature **DO NOT TOUCH!**
- If nothing is found, the Transit Operator will call the Dispatcher and report unit number, location, and 10-4. **That is all!** The Transit Operator can then resume the route.
- If a suspicious item is located, **do not use the two-way radio, it could activate a bomb**, just leave the bus and join the evacuated passengers. Do not try to remove the device from the bus. Leave that to the experts. If a telephone (cellular) is available you may call dispatch and report the suspicious item and your exact 10-20.
- If after 3 minutes the Dispatcher has not received a 10-4 call from the Transit Operator, the Dispatcher will notify a Supervisor/Manager to immediately respond to the bus giving the Supervisor the bus’ approximate 10-20 and direction of travel.
- After the Supervisor locates the bus and evaluates the scene, the Supervisor will:
 - **If no suspicious device is found**, transmit to the Dispatcher the unit number, location, and a 10-4.

- **If a suspicious device is found on board**, transmit to the Dispatcher the unit number, an exact 10-20 and direction, and request notification of the Police Department (10-87).
- After the suspicious device has been removed and the bus declared safe by the police, Dispatcher will check to see if the Transit Operator wishes to continue driving or wants to be relieved. Once cleared by police, the Dispatcher should designate an employee to inform all employees at the transit facility that the bomb threat has been lifted.
- Never permit re-entry into the bus until the suspicious device has been removed and the area declared safe by the police.

6.3.2 **Bomb Threat on a Specific Route:**

- Follow the same procedures as above except Dispatcher will notify all units on the specific route mentioned that there is a CODE 40. Any unit that has been on the route within the last hour must also be searched for a suspicious device.

6.3.3 **Bomb Threat Not Specific – Involving All Units:**

- Follow the same procedures as above except Dispatcher will notify all units in service that there is a CODE 40. In addition, all units in the maintenance yard or shop must be searched for a suspicious device.

6.3.4 **Passenger Reports to Transit Operator of Possible Bomb Device on the Bus:**

- If a Transit Operator is in-service and receives information from a passenger that a possible bomb device is on the bus, the operator will immediately park the bus in a safe location, evacuate all passengers (300 feet), visually confirm the passenger's report, and report to Dispatcher as soon as possible via land line (cellular telephone). **Do not use the two-way radio, it could activate a bomb.**
- If the Dispatcher receives a call from the Transit Operator reporting a possible bomb device on board the bus, the Dispatcher will obtain the exact location of the unit, declare a Code 40, notify the Police Department, then notify a Supervisor to immediately respond to the unit.

6.3.5 **Bomb Threat to the Transit Facility:**

- Whoever receives a bomb threat to any transit facility (this includes all buildings, transit centers, bus shelters or bus stops) must notify the Dispatcher and then the Transit Director or his designee immediately.
- The Dispatcher to call the Police Department (10-87) and report the nature of the bomb threat.
- If the bomb threat is directed at the Transit Facility (maintenance buildings or administrative buildings), all employees, customers, and visitors must be immediately evacuated from the premises. Evacuation shall be to a safe location at least 300 feet from the building.

- When the police arrive, follow their directions.
- If the bomb threat is at Sheridan Transit Center (STC) or Santa Fe Place (SFP), Dispatcher shall re-route buses to avoid the area until cleared by the police.
- If the bomb threat is at a bus shelter or bus stop, Dispatcher will notify operators affected to avoid the bus stop until further notice. Dispatcher or Supervisor may be required to re-route the buses until the bus stop is cleared by the police.

In the event of a bomb threat, no employee other than the Transit Director shall discuss the matter with the public or media. The Transit Director will inform the Director of Public Works Department, the City Manager, and the Public Information Officer.

6.4 EMERGENCY EXITS AND THEIR LOCATIONS

All buses are equipped with some type of emergency exit, either through windows, roof hatch or emergency doors. Operating instructions are posted in each bus. It is the Transit Operator's responsibility to make sure they are sufficiently familiar with how to use the emergency exits.

6.5 ROAD EMERGENCY PROCEDURES

If the bus becomes disabled, you must make every effort to protect yourself, your passengers, and other motorists:

- If possible, stop the bus on the right side of the roadway, or on the shoulder of the roadway if there is one.
- Turn on four-way flashers.
- Call Dispatcher for assistance.
- Assure the passengers that help will be along quickly.
- Except in case of fire or other dangerous conditions, passengers should remain on the bus. If it is necessary for passengers to exit the bus, you first exit the bus then direct passengers off the bus and to a safe area away from the roadway.
- Under no circumstances should passengers be permitted to cross lanes of moving traffic.
- Set up safety triangles in the following manner: On a Two Lane (traffic in both directions) or Undivided Highway, triangles are to be set up 100 feet in front, 10 feet and 100 feet behind the disabled bus. On a One Way or Divided Highway, triangles are to be set up 10 feet, 100 feet, and 200 feet behind the disabled bus.
- While setting up safety triangles do not walk in a traffic lane.
- Dispatcher will send a mechanic and a replacement bus.
- A bus sent by the Dispatcher should stop ahead of the disabled bus, off the traveled portion of the roadway if possible, so passengers will not have to walk on the roadway to board.
- If flagging down a passing bus, do not stand immediately behind the disabled bus; stand back at least one bus length.
- Do not permit anyone to walk in traffic lanes.

6.6 BUS AND ANIMAL COLLISIONS

Never swerve to avoid striking an animal. Avoid “panic” stopping which may cause injury to you or your passengers. If your bus strikes an animal, notify the Dispatcher immediately.

6.7 HAZARDOUS MATERIALS

In the event of a hazardous material release from a bus (or any other vehicle):

- Stop the bus. If necessary, evacuate passengers and clear the area. Passengers should be directed upwind of the bus and/or the hazardous material release.
- Immediately notify the Dispatcher who will contact the Transit Line Supervisor and maintenance personnel. Keep Dispatcher informed as the situation changes.
- Attempt to identify the released material. The most likely materials to be released from the bus are: anti-freeze (green liquid), transmission fluid (red liquid), oil (black), compressed natural gas (CNG), and gasoline (clear).
- If the released material is known, attempt to contain the release by diking. Diking can be accomplished by simply blocking the path of the release with a dirt dam, or cloth barrier. Release should never be allowed to enter drains or flow onto soil.
- If the substance is an unknown material and/or cannot be contained, immediately alert the Dispatcher; report the location of the bus/release, identify the released material, if possible and the quantity released. Dispatcher will alert “911” if appropriate.
- The Transit Operator is the responsible authority at the incident site until supervisory or emergency service personnel arrive and take command.

6.8 NATURAL DISASTER PROCEDURES

If a natural disaster occurs, such as a flash flood or wild fire, Santa Fe Trails is expected to provide service and support, emergency rescue and recovery activities. **This may involve the calling in of off-duty drivers who have previously turned down a request to work overtime.**

6.9 ACCIDENT AND INCIDENT REPORTING

If your bus is involved in a collision with another vehicle, fixed object, bicyclist, or pedestrian; or if a passenger is injured or claims to be injured from falling in, or within fifty (50) feet of the bus, or is struck by a closing door, or other incident:

- Immediately stop the bus in a safe manner.
- Check the degree of injuries to passengers and occupants of any other vehicle and notify the Dispatcher by radio (or telephone 955-2032; collect, if necessary).
- Provide the Dispatcher with the following information:
 - Your bus number, route number and direction (inbound or outbound).
 - The exact location of the accident or incident.

- The nature and extent of injuries to passengers and other people, if any.
- Whether an ambulance is necessary.
- The nature and extent of property damage, if any.
- If the bus is not radio equipped, or the radio is inoperable, send a responsible person to contact the Dispatcher by telephone with the information set forth above. If unable to contact Dispatcher, 911 should be contacted. **Note: You must not leave the accident scene unless no one is available to summon assistance. If you must leave the accident scene to summon assistance, immediately return to the accident after help has been summoned.**
- The bus shall not be moved after an accident unless directed by the police or transit supervisory personnel. If a life-threatening situation exists, and immediate removal of the bus is required, move the bus without waiting for instructions or chalk marking tire positions.
- Prior to moving the bus, in a non life-threatening situation, chalk mark the location on the pavement where the bus tires, and/or bumpers are located, and all other tires of involved vehicles.
- Safety triangles shall be placed at 10, 100, and 200 feet behind the bus at an accident scene when necessary. Place one safety triangle 100 feet in front of accident if poor visibility exists.
- Obtain the name, address, drivers license number, and telephone numbers of any drivers involved in the accident. Also, obtain the license plate numbers of any vehicles involved, and exchange all information as required by law, including insurance company name and policy number.
- Courtesy cards:
 - At every accident/incident scene, Transit Operators shall obtain as many legible, completed courtesy cards as possible from all passengers, all bystanders, all witnesses, potential witnesses, and from all persons in any involved vehicles.
 - Transit Operators shall also obtain courtesy cards from individuals who may not have seen the accident/incident directly, but could have heard, felt, or otherwise perceived information helpful in an investigation.
 - If the Transit Operator is unable to collect legible courtesy cards from any passengers, bystanders, or witnesses, it shall be noted in the Accident/Incident Report.
- Transit Operators shall fully cooperate with law enforcement and shall give a full and accurate account of the accident or incident to any law enforcement officer.
- **DO NOT** make any statements to anyone except police and Santa Fe Trails supervision describing the accident, how the accident occurred, or your opinion of fault. Simply state that you will make a complete report and forward it to your supervisor.
- Transit Operators shall not leave the scene of the accident unless released by law enforcement officials or supervisory personnel. Upon release, notify the Dispatcher and await instructions.
- If you have a reason to believe that anyone involved in the accident is under the influence of alcohol or drugs, attempt to have someone else verify your

observations. Have your observer supply you with his or her name, telephone number, and address. Attempt to preserve any physical evidence supporting your observations.

6.10 GUIDELINES FOR ACCIDENT/INCIDENT REPORT

- All Transit Operators are required to have a complete “paddle” in their possession while operating a city bus. If you use any items in your paddle they should be replaced as soon as possible; notify the Dispatcher at the end of your shift for replacements.
- The paddle shall contain the following materials:
 - Approximately 20-30 courtesy cards.
 - Accident/Incident Report form.
 - Right/Left Turn Directions.
 - Transit Operators are required to carry a working writing instrument at all times while on duty.
- **A Transit Operator is required to report the following:**
 - **Accident:** an event involving City of Santa Fe property or personnel that has resulted in personal injury or property damage to City employees, property, passenger(s), and or third parties.
 - **Incident:** an event of an unusual nature that occurs near your vehicle or any other City of Santa Fe property that may affect the City. This includes pedestrian, bicycle, and/or motor vehicle accidents witnessed by the Transit Operator that do not involve City property or personnel.
 - **Criminal or Vehicle Code Violations:** any criminal or vehicle code violation, citation, detention, or arrest by a police officer while operating a City vehicle while working for the City, or while on City property.
- **Accidents or Incidents include, but are not limited to:** Collisions, passenger falls, criminal activity, disturbances, lost or damaged bicycles, vandalism, arrests, traffic violations, assaults, fighting, drug or alcohol use, firearms or any other weapons, or any other incident involving or witnessed by the Transit Operator, unless it has already been reported to the Dispatcher.
- **Note: Anytime a passenger falls, even if the passenger claims he/she is not injured, the Transit Operator shall contact the Dispatcher, obtain courtesy cards, and complete an Accident/Incident Report.**
- The Accident/Incident Report is an official Santa Fe Trails document. It must be filled out accurately and completely by the Transit Operator involved in the occurrence. Intentional failure to disclose all information accurate and completely will be considered a major infraction and may result in disciplinary action.
- A Transit Operator shall obtain all relevant information at the accident/incident scene in order to complete his/her Accident/Incident Report, including any spontaneous statement made to any person at the scene of the accident/incident.
- A Transit Operator who was involved in an accident/incident shall complete an Accident/Incident Report giving a full and accurate account of the occurrence

(including the probable cause), and the general nature and extent of any injuries or property damage.

- A Transit Operator shall complete the Accident/Incident Report as soon as possible after the accident or incident. The Transit Operator shall then hand deliver his/her completed report and courtesy cards to the transit supervisor as soon as possible.
- If you need help completing the report, it is recommended that you contact the Dispatcher and supervisory personnel for immediate assistance.
- In order to protect you and the City of Santa Fe, you must never sign any document or statement pertaining to any accident or incident which occurs while doing the performance of your job duties unless a City Attorney or Risk Management representative advises you to do so. The following exceptions apply:
 - A Santa Fe Trails Accident/Incident Report form.
 - A New Mexico State Accident Report form.
 - Any document required by a police officer or court of law, such as a traffic ticket which constitutes a “promise to appear” and is not an admission of guilt.
 - Any document or statement prepared by a Santa Fe Trails operations manager or supervisor.

6.11 TRANSIT OPERATOR RESPONSIBILITY

Any Transit Operator who fails or refuses to follow the procedures for any or all of their covered responsibilities, as set forth in this Operator’s Handbook, shall be subject to the disciplinary process as outlined in the AFSCME Union contract.

6.12 BLOOD BORNE PATHOGENS

Blood borne pathogens are microorganisms carried in the blood that can cause serious diseases. There are many types of blood borne pathogens. The two types that are most likely to be transmitted in the workplace are the Hepatitis B virus (HBV) and the Human Immunodeficiency Virus (HIV), which may cause AIDS.

- **AIDS** – stands for Acquired Immune Deficiency Syndrome. It is a disease caused by a virus that attacks the body’s immune system, making it vulnerable to infection. The opportunistic infections are what kills, not the virus itself.
- **HIV** – stands for Human Immunodeficiency Virus. It is the virus that causes AIDS. HIV is a very fragile virus and is not spread by casual contact. HIV must enter the bloodstream through an open wound or mucous membrane. Means of transmission are:
 - Unsafe sex with an infected person.
 - Sharing needles or a needle stick.
 - Mother to fetus.
 - Contact with infected material involving fresh blood from an infected person.

There is no vaccine for HIV. When HIV attacks the body's immune system to the point that opportunistic infections occur, it becomes AIDS.

- **Hepatitis** – Hepatitis is an inflammation of the liver. There are many blood borne pathogens that can cause the Hepatitis virus. Hepatitis B virus (HBV) can cause mild to fatal damage to the liver. Twenty-five percent of infected individuals develop acute or fatal Hepatitis. Six to ten percent are asymptomatic, becoming HBV carriers, infectious to others, while never showing signs of infection. Means of transmission of HBV are:
 - Unsafe sex with an infected person.
 - Sharing needles or a needle stick.
 - Mother to fetus.
 - Bites, both human and animal.
 - Contact with infected material involving fresh or dried blood.
- **Transmission and Infection** – People become infected by blood borne pathogens when they enter their bodies. The routes of entry include absorption through mucus membranes of the eyes; nose and mouth, through breaks in the skin like a cut or scratch. You can be infected if your skin is punctured by a piece of bloodstained glass, metal or other sharp objects.
- **Universal Precautions – YOU MUST TREAT ALL BLOOD AND BODY FLUIDS AS IF THEY ARE INFECTIOUS.** Disposable gloves and antiseptic wipes are provided to all Santa Fe Trails employees. They can be obtained from your supervisor, in the bus accident packet, in maintenance and in all First-Aid kits throughout the Santa Fe Trails facility. Gloves shall be worn when any employee has the potential for their hands to have direct contact with infectious agents, such as, wet or dried blood, vomit, urine, spit or any other bodily fluid. Employees are to cover any open cuts, sores, chapping or wounds on their skin with a bandage. Take extra care when removing your protective gloves.

6.13 BIOHAZARD COLLECTION AND DISPOSAL

Transit Operators should not attempt to do a biohazard clean up. The vehicle must be returned to the yard for proper cleaning and disinfecting. In the event of an accident, the Transit Operator's first responsibility is to respond logically and calmly to the situation. This includes care of your passengers, the vehicle, your fellow transit workers and yourself.

- **Steps to take in a biohazard spill:**
 - Secure the bus.
 - Radio the Dispatcher and request the required assistance. Inform the Dispatcher if you have been exposed and are at risk. A relief Transit Operator and bus will be sent as soon as possible.
 - Be sure to inform your relief Transit Operator or maintenance personnel of the location and nature of the biohazard.
 - Submit an Accident/Incident Report.

- **Exposure Procedures:** Any employee who experiences a splash of blood or body fluid to the eyes, nose, mouth, open wound, or to chapped, abraded, or otherwise damaged skin, or bite with broken skin, or needle stick shall immediately notify the Dispatcher who will contact the Transit Line Supervisor on duty. Following an exposure to any potential blood borne pathogen, an Accident/Incident Report must be filed.

SECTION 7

TRANSIT OPERATOR SECURITY

The following information is provided as guidelines, which can assist Transit Operators in coping with the occasional erratic behavior of others. When faced with a rule violation or fare dispute, Transit Operators are to request compliance one time only. If the situation continues to escalate, call the Dispatcher immediately for assistance.

7.1 ASSAULT PREVENTION

Transit Operators are to use the following guidelines to avoid situations where confrontations could occur. Assess each situation and use your best judgement:

- When possible, remain seated.
- Speak in a polite, informative, and calm manner.
- Open doors to avoid “trapping” the individual(s).
- Transit Operators are to avoid ejecting passengers from the bus. Generally, if a passenger’s actions are serious enough to justify ejection, the situation is serious enough to require assistance. By immediately notifying the Dispatcher, such assistance can be discreetly summoned without further aggravating the situation.
- Generally, Transit Operators should not approach passengers who are sleeping, or appear to be intoxicated or drugged. However, if he/she is a regular passenger who you know and feel comfortable approaching, do so. Be aware that some people may become violent when awakened. If necessary, contact the Dispatcher for assistance.
- If you observe suspicious or unusual behavior of passengers on other buses, notify the Dispatcher immediately.
- When using these guidelines never risk your safety or the safety of your passengers. In any case where you have the slightest doubt, call the Dispatcher. Explain the situation and wait for advice or instructions.

7.2 HANDLING SEXUALLY INAPPROPRIATE PASSENGERS

Individuals who display sexually inappropriate behavior on the bus are breaking the law, and need to be apprehended whenever possible. When a situation arises where a passenger behaves in a manner that is personally threatening to you, if such a situation occurs, contact the Dispatcher immediately for assistance. Behaviors that should be considered inappropriate are as follows:

- Exhibitionism (exposure of private parts).
- Public masturbation.
- Vulgar, offensive, derogatory or sexist questions, comments, or noises.
- Any inappropriate touching (that makes the Transit Operator uncomfortable).

7.3 SEXUAL HARASSMENT

Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that interferes with anyone's work performance or creates an intimidating atmosphere. The procedure is as follows:

- Call in on the radio and state that you have an emergency.
- Give bus number, location, route, direction, and whether you are on schedule.
- State the nature of the emergency with some detail or state a "behavior problem."
- The Dispatcher will then ask several questions requiring only a "yes" or "no" answer. Example: "Can you hold your position?" If "yes," the police will meet you, if "no" watch for police along your route.
- Transit Operators should **NEVER** attempt to keep a person involved in a sexually inappropriate behavior on the bus. If the individual tries to leave let them go. **Your safety and that of your passengers is more important than the apprehension of the suspect(s).**
- To facilitate investigation of the incident, have any witnesses to the incident complete a courtesy card. Complete an Accident/Incident Report after finishing your shift and turn in to the Dispatcher or appropriate supervisor.

7.4 THEFT PREVENTION INFORMATION

Follow these guidelines to make the City of Santa Fe and yourself less vulnerable to theft while on duty:

- Never leave personal property unattended.
- Wear minimal amounts of jewelry.
- Do not carry valuable items in your shirt pocket.
- Carry as little valuable material as possible in your personal bag.
- Place your personal bag on the left side of your seat.
- Carry only minimal amounts of money.
- Never open your wallet or purse in front of passengers.
- When leaving a bus unattended, take all personal property with you.
- If someone should attempt to rob you, do not resist. Get a good physical description of the thief and have the Dispatcher summon police assistance. Do not attempt to detain or follow the suspect(s).

7.5 WEAPONS

The use, threatened use, or possession of a weapon, concealed, licensed or otherwise, by a Transit Operator while in the performance of his/her official duties, or while on City of Santa Fe property, is prohibited and may result in termination. Weapons shall be meant to include, but not limited to, guns, knives, mace, tear gas, chako sticks, or blackjacks.

7.6 FARE DISPUTES

If a passenger refuses to pay all or part of the fare, he/she is not entitled to service. If a passenger does not pay the prescribed fare, the Transit Operator will politely inform them that unless they pay the prescribed fare they will not be transported. However, avoid getting into an argument. If a passenger becomes uncooperative, notify the Dispatcher. If it is safe to do so, continue in service and a supervisor will intercept you en route to assist you as soon as possible.

If a passenger informs a Transit Operator that they do not have the complete fare, the Transit Operator is to provide a “courtesy ride.” But they also must inform the passenger that they are to pay the fare next time. Habitual abusers of this policy should be reported to the Dispatcher.

7.7 VANDALISM

All acts of vandalism (including graffiti) perpetrated against City of Santa Fe property (bus interior/exterior, shelters, benches, etc.) should be reported immediately to the Dispatcher. File an Accident/Incident Report and submit it to the Dispatcher at the end of your shift.

7.8 REQUEST BY POLICE FOR ASSISTANCE

Law enforcement agencies will occasionally ask Santa Fe Trails for assistance in locating suspects, missing persons, or lost children. Transit Operators will be instructed to take no action, but to contact the Dispatcher if they have information pertaining to the situation. When the Dispatcher transmits a request to operators, these procedures must be followed:

- Dispatcher will issue the request with an announcement.
- Transit Operators will pick up their radio handsets. Information will then be given concerning the type of crime, description of suspects, missing persons, and location last seen.
- In criminal suspect situations:
 - Take no action that would place yourself or your passengers in danger.
 - If possible, contact the Dispatcher and await further instructions. Be casual.
 - You may be requested to “delay” the bus on the pretext of checking a malfunction while awaiting police assistance.
 - Under no circumstances should you attempt to apprehend or detain the suspect.
 - If you are not able to contact the Dispatcher, wait until the suspect has left the bus, then notify the Dispatcher giving the location where the suspect left the bus, his/her direction of travel, and any other information that may be useful to police.
- Missing person or lost child situation:
 - If the individual is on the bus, contact the Dispatcher and await further instructions.

- If the individual has left the bus or is seen on the street, give the Dispatcher his/her direction of travel and any information that might be useful to the police.
- Make no attempt to detain the individual in question.

7.9 SURVEILLANCE CAMERAS

All transit buses are equipped with “surveillance cameras” for your protection and security. In the event that you are ever verbally or physically threatened or attacked notify the dispatcher at once of the incident. The dispatcher will take appropriate action as well as send a supervisor to your bus to retrieve the video tape. The video tape will then be taken to the office for analysis and saved as evidence in case of litigation.

It is important to remember that the surveillance camera records sound (audio) as well as pictures (video). Therefore, always use appropriate language and passenger relations skills when dealing with the public, especially in conflict situations.

If you have a situation with a passenger (e.g., abusive or threatening), notify the dispatcher at once (10-42) and request that a supervisor meet your bus to help you handle the situation and retrieve the video for incident investigation purposes.

7.10 PROFESSIONAL DEMEANOR

Transit Operators shall maintain a professional demeanor in all situations, including when dealing with a difficult customer. Use good judgment and think before you speak or act, so as not to antagonize the customer, or needlessly escalate the problem. **Remember: other customers may be watching, and the entire exchange will likely be captured on videocassette.** Use these assets to your benefit, and they will come to your defense when you need them.

Transit Operators are strongly cautioned to not become too familiar with their customers. It is one thing to be friendly, courteous and genuinely interested in your customers. But it is totally inappropriate for a Transit Operator to step over the line of professional courtesy and engage in improper conversation or conduct with passengers, whether the operator is on or off duty.

Transit Operators should use extreme caution to not even give the perception of unprofessional behavior. **Remember: you are not your passengers’ social worker or family counselor or confidante...you are their bus operator.** Your job is simply to transport them safely from one place to another.

A good rule of thumb is: “Treat others as you would want them to treat you.” Or, by extension, male Transit Operators should treat female passengers as they would want other males to treat their wife, mother, sister, daughter, etc. And female Transit Operators should treat male passengers as they would want other females to treat their husband, father, brother, son, etc.

Professional Transit Operators are always in the public eye, and shall always set the example; treating everyone with dignity and respect. This will go a long way toward the individual operator and Santa Fe Trails earning the respect of our regular customers, potential customers, members of the community in general (including those who may not particularly support transit) and our city officials.

SECTION 8

DISCIPLINARY CODE

In harmony with the Agreement between the City of Santa Fe and AFSCME (Article 9), formal disciplinary actions shall normally be progressive in nature. However, because of the serious nature of some infractions, a more severe form of discipline, including dismissal, may be taken for some infractions without first having taken less severe forms of discipline. The level of discipline will be determined by Santa Fe Trails' management based on the severity or reoccurrence of the infraction on a case-by-case basis.

8.1 MAJOR INFRACTIONS

Operators who commit the following infractions may be subject to immediate dismissal:

- a. Operating the bus in a careless and/or unsafe manner.
- b. Major preventable collision. A major collision is one in which there is significant property damage and/or injury and/or death.
- c. Failure to report a collision immediately.
- d. Willful failure to carry out a reasonable and lawful order or refusal to carry out assigned duties (otherwise known as insubordination).
- e. Incompetence or inefficiency in the performance of duties.
- f. Talking on cellular telephone, reading, listening to radio or other portable device, watching television, or any other activity which diverts the operator's attention and/or which interferes with the performance of normal duties while operating transit equipment.
- g. Smoking or using any tobacco product on the bus at any time whether on duty or as a passenger.
- h. Carrying weapons while on duty or on company property.
- i. Sexual harassment of passengers or fellow employees.
- j. Fighting while on duty or on company property (except in self-defense).
- k. Threatening, either verbally or physically, a passenger, fellow employee, supervisor or other City official.
- l. Carrying, indulging in, or being under the influence of alcohol or drugs while on duty, while on transit property, or while in uniform.

- m. Mishandling of City funds (includes tampering with a farebox).
- n. Stealing, misappropriating or taking any transit property without permission.
- o. Falsifying time or revenue records.
- p. Fraudulent reporting of sickness, or dishonesty in reporting the death of an immediate family member.
- q. Falsifying any official records or reports, including the Application for Employment.
- r. Conviction of a felony; conviction of a crime of moral turpitude; conviction of driving while intoxicated.
- s. Failure to notify management of a traffic violation; arrest; or loss, suspension or revocation of commercial driver's license.
- t. Continuing to operate a bus when physically unable to do so and/or when disqualified to drive by a licensed physician.
- u. Failure to follow the established policies and procedures in the *City of Santa Fe Drug and Alcohol Testing Policy for Transit Division* (Rule 16A).

8.2 MINOR INFRACTIONS

Other reasons for disciplining an operator shall include but not be limited to the following:

- a. Minor preventable collision. A minor collision is one in which there is \$500 or less in property damage, no injuries and no fatalities. Any two (2) minor preventable collisions in a one-year period may be grounds for dismissal.
- b. Failure to report on time for work assigned. The corrective/disciplinary process for "lates" occurring within a one-year period will be as follows:
 - 1st Late: Informal Coaching and Guidance
 - 2nd Late: Verbal Warning
 - 3rd Late: Written Reprimand
 - 4th Late: 2 Day Suspension Without Pay
 - 5th Late: 5 Day Suspension Without Pay
 - 6th Late: Dismissal

- c. Repeated miss-outs. An operator who accumulates three (3) miss-outs in a nine-month period may be subject to dismissal (see Section 8.3).
- d. No shows/no calls. An operator who, for three (3) consecutive scheduled work days, fails to report to work, or fails to inform the dispatcher or supervisor on duty of his/her inability to report to work, may be subject to dismissal.
- e. Excessive absenteeism or pattern of absences; or being observed in an activity that belies the claim of illness.
- f. Unreported collisions. Such collisions will result in an investigation to try to determine responsibility.
 - 1. If new damage is noticed, the last five (5) employees (including Maintenance staff) who drove the vehicle will be questioned concerning the damage.
 - 2. If an employee admits that he/she may have had a collision and did not report it at the time, the employee will receive a written reprimand for not following proper procedures. If necessary, more progressive disciplinary action will be assessed depending on the employee's past record.
 - 3. If an employee denies having had a collision and the investigation proves that he/she did, the employee will be dismissed immediately.
 - 4. If all five employees deny having had a collision and it cannot be proven conclusively who did it, the last person to drive the vehicle will receive a written reprimand for not reporting the damage. Also, a notice will be placed in the last five employees' department files about the investigation. A series of such reprimands or notices in any one employee's department file will lead to more progressive disciplinary action.
- g. Unauthorized deviation from route or unauthorized stops. An operator found to be making unauthorized deviations or stops three (3) times in a nine-month period may be subject to dismissal (see Section 8.3).
- h. Passing time points ahead of schedule. An operator found running ahead of schedule three (3) times in a nine-month period may be subject to dismissal (see Section 8.3).
- i. Excessive customer complaints. An operator who receives three (3) *valid* customer complaints in a nine-month period may be subject to dismissal (see Section 8.3).

- j. Failure to strictly adhere to the regulations set forth for drivers of commercial motor vehicles in the *New Mexico Commercial Driver License Manual*. An operator who violates regulations three (3) times in a nine-month period may be subject to dismissal (see Section 8.3).
- k. Allowing family or friends to ride around for the purpose of carrying on conversation with the operator.
- l. Failure to collect passenger fares.
- m. Improper use of two-way radio.
- n. Failure to pull the bus out of the yard at the appointed time without informing the dispatcher and/or supervisor of the reason for the delay.
- o. Failure to call in downtime at beginning of each “10-8” (In Service).
- p. Failure to call in “10-7” (Out of Service) at the end of the line and before returning to the yard.

8.3 PROGRESSIVE DISCIPLINE

Where a limit is specifically imposed, progressive discipline will generally follow this succession:

- 1. Written Reprimand
- 2. 2 Day Suspension Without Pay
- 3. Dismissal

Each “nine-month period” will be measured from the date of the infraction.

Example: An infraction occurs on October 1.

- 1. The “nine-month period” begins on October 1 and the infraction remains on the operator’s record until July 1 of the following year.
- 2. Any subsequent infractions before July 1 of the following year count toward the limit.